

TDSYNNEX

**Connectsol***v*

# Connectivity and Connected Hardware Program Manual

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# Table of Contents

• <b>About ConnectSolv</b>	<b>3</b>
• <b>Carrier Programs Overview and Processes</b>	<b>11</b>
• Verizon	12
• T-Mobile	17
• AT&T	20
• US Cellular	24
• MVNO	28
• Wireline	31
• <b>Commission FAQs</b>	<b>35</b>
• <b>ConnectSolv Team</b>	<b>38</b>

# About ConnectSolv

# Why TD SYNEX ConnectSolv?

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**ConnectSolv**

**TD SYNEX ConnectSolv provides hardware + connectivity for end-to-end mobility solutions.**

Hardware offerings including rugged devices, routers, gateways, mobile devices, laptops, tablets and more. Our Mobility Program partners with world-class wireless and wireline carriers that pay reseller customers commissions on activations.

Carriers are not able to provide full solutions in the channel, so they look to our partners for hardware, software, services, and support. With this program, everyone can work together, grow their business and get paid!

Right now, we have **350+ partners** reporting monthly with **over 500k lines** activated annually.

# What is the ConnectSolv Activations Program?

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- The Mobility Program pays partners when their devices activate; TD SYNEX has paid out over **\$45 million** in the past two years
- The program offers dedicated support, training and resources
- There is better support than with direct relationships
- Our online mobility marketplace automates transactions
- Our 5G-enabled device portfolio constantly growing

## Our Carriers + Hardware Providers



# What Are the ConnectSolv Solutions?

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## **5G Acceleration**

- Portfolio of 5G devices: total of 102 carrier wireless OEMs
- Support all 5G technologies where coverage exists
- Target highest demand vertical solutions: Enterprise, Manufacturing, Healthcare, Retail, Transportation, Public Safety
- Attack market through high execution reseller customers in each vertical: 650 resellers; DMR, SMB, MSP, GOV

## **Invest in Innovative, Cutting-Edge Solutions**

- Vendor agnostic IoT solutions team acts as your general contractor for IoT
- Pre-sales support and roadmap consultations from business development and solutions teams
- Complimentary trainings, solutions, libraries and resources
- DaaS implementation
- Specialized sales groups for public sector
- Solutions: intelligent edge, mobile routing, wireless networking, centralized management, physical security and video surveillance, connected transportation, building management solutions, asset tracking and more

## Getting started is simple:

**Step 1:** Contact [wirelesssales@synnex.com](mailto:wirelesssales@synnex.com)

**Step 2:** Complete onboarding documents from our Mobility team (telecom agreement, w9, carrier program applications)

**Step 3:** Learn about our ConnectSolv Portal in a web seminar

**Step 4:** Register your deals in the ConnectSolv Portal

**Step 5:** Get paid when the devices activate

## Continued Support:

- 30/60/90 Day Growth Plan
- Regular Cadence Calls
- OEM Alignment and Trainings
- And More!

# Partner Benefits - Tiers

Tiers	Platinum	Gold	Silver	Bronze
Qualification	500+ monthly activations	250-499 monthly activations	50-249 monthly activations	0-49 monthly activations
Payout	80%	65%	50%	25%

## How do I move up to a tier with greater benefits?

To move up, a partner must attain that tier's qualification for the minimum number of activations for a consecutive three months

# Partner Benefits - Support

	Platinum	Gold	Silver	Bronze
Partner Support	500+ monthly activations	250+ monthly activations	50+ monthly activations	<50 monthly activations
Dedicated phone and email support	●	●	●	●
Access to partner platform	●	●	●	●
Monthly reporting	●	●	●	●
Marketing support	●	●	●	●
Lead distribution	●	●		
Monthly business review	●	●		
Dedicated resources for IMEI upload	●			

# Partner Benefits - Enablement

	Platinum	Gold	Silver	Bronze
Partner Enablement	500+ monthly activations	250+ monthly activations	50+ monthly activations	<50 monthly activations
ConnectSolv webinar invitations	●	●	●	●
Monthly mobility newsletter	●	●	●	●
Sales scripts and battlecards	●	●	●	●
Vendor FAQ documents	●	●	●	●
Exclusive ConnectSolv event invitations	●	●	●	●
Vendor lead promotions	●	●	●	●
Co-branded Resources	●	●	●	
Exclusive demo of ConnectSolv marketplace	●	●	●	
Exclusive reseller sales training (ad-hoc)	●	●		
Eligibility for exclusive vendor promotions	●	●		
Channel event opportunities (ex: women of the channel)	●			
Customizable membership benefits	●			

# Carrier Programs – Verizon

## Verizon Co-Sell Program Operations

### Pre-Sale

TD SYNEX Deal registration/submission process registers the deal and engages the VZW account team who handles pricing quotes, technology questions, coverage questions and mobility solution questions

### Sale Process

- Customer provides deal-specific info to VZW account manager: company name, address, tax ID, credit info
- List of IMEI/ICCID/CSN for devices being activated (if not captured by reseller customer/ TD SYNEX through normal operations), request new SIM cards (if required)
- Rate plan and carrier requirements
- VZW activates service

### Post-sale Process

Customer maintains relationship directly with VZW for all service-related questions, billing and support

\*Always refer to the commission schedule for the most up to date information.

### Benefits:

- Bi-Directional Lead Exchange
- Collaboration on Customer Opportunities
- Improved Sales Cycle
- Access to Verizon Quarterly Promos (BICs)
- Verizon Product Training and Support
- Alignment to Verizon's National Sales Organization

**Verizon Co-Sell Rules:**

- Device must be LTE-enabled
- Reseller customer has the relationship with the registered end-user (lead through our portal)
- Reseller customer sells the hardware
- Reseller customer submits the IMEIs through the ConnectSolv portal lead

**What's Ineligible?**

- Units cannot come from Verizon inventory
- End User cannot be on the “no pay” list

**Have a deal that may be ineligible?**

- Contact: [verizon@tdsynnex.com](mailto:verizon@tdsynnex.com)

**Platinum Reseller Quarterly Incentive**

Qualified Net Volume Per Calendar Quarter	Rewards Program Payouts
500-999	\$10 per Qualified Activation
1,000-1,999	\$15 per Qualified Activation
2,000-3,499	\$20 per Qualified Activation
3,500+	\$25 per Qualified Activation

**Qualified devices will be paid out via Reseller Development Funds (RDF) to be used for business development activities for platinum partners.**



# Eligible RDF Activities for Platinum Resellers

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Activity	Definition
Sales Incentives	SPIFs, incentives and sales contests
Sales Support Activities	Purchase of lead lists and other activities
Co-Branded Merchandise	Promotional items such as stickers, pens, water-bottles, signage
Events	Seminars, webinars, events or marketing materials to promote an event
Brochures/Collateral	Print-based promotional content
Online Advertising	Web banner and social media ads, newsletters and website redesign
Digital Content	Solution demos, videos or podcasts
Training/Certification	Sales/technical training

For additional program details please refer to the RDF guideline shared by your FAE/BD

## Verizon OneTalk

- Verizon's all-in-one VOIP solution available to partners in the Verizon Co-sell Program
- One Talk assigns one number that rings multiple compatible mobile devices, desk phones and PCs
- Includes more than 50 features like OneTalk Native Dialer, Desk phones, OneTalk Mobile app, Auto Receptionist and Hunt group
- Reseller customers must complete OneTalk certification in order to sell
- Reseller customer coordinates OneTalk installation (our field service team can assist if needed at [fieldservices@tdsynnex.com](mailto:fieldservices@tdsynnex.com))

\*Always refer to the commission schedule for the most up to date information.

## Benefits:

- Pays the highest commission in the program
- Opportunity to charge your customers for monthly One Talk tech support
- Access to Quarterly Verizon Promos (BICs)

**Mobility Co-Sell**  
**Current Verizon promotions\*\***

\*Speak with your Verizon Sales Representative for promotion details. End dates are subject to change.  
\*\*Devices must be listed on vzw.com in order to qualify for BIC eligibility. New line activations and new equipment required for BIC eligibility. All promotions exclude Vertical Solution Providers. This summary is for informational purposes only, see the OST promotion details and criteria.

Promotion	BIC Amount	Terms	Promo Dates
<b>\$100 Apple iPad Offer</b> <ul style="list-style-type: none"> <li>Any iPad</li> <li>OST <a href="#">353905</a></li> </ul>	<b>\$200</b> (includes \$100 standard B2B tablet discount)	Customer must activate a new line on a 4G tablet on a 2 YR agreement (excludes public sector or FED/SLED) <b>\$19.99+ plan required</b>	10/1/21 – 11/24/21*
<b>\$100 Samsung Tablet Offer</b> <ul style="list-style-type: none"> <li>Samsung Galaxy Tab A7 Lite</li> <li>Samsung Galaxy Tab S7 FE</li> <li>Samsung Galaxy Book S</li> <li>Samsung Galaxy Book Go 5G</li> <li>OST <a href="#">353905</a></li> </ul>	<b>\$200</b> (includes \$100 standard 4G B2B tablet discount)	Customer must activate a new line on a 4G tablet on a 2 YR agreement; (excludes public sector or FED/SLED) <b>\$19.99+ plan required</b>	10/1/21 – 11/24/21*
<b>Standard B2B Tablet Discount</b> (available on stocked tablets ONLY to match standard B2B pricing)	<b>\$100</b>	Customer must activate a new line on a 4G/5G tablet on a 2 YR agreement (1 YR for government) <b>\$19.99+ plan required</b>	10/1/21 – 12/31/21*



# Carrier Programs – T-Mobile

## Our T-Mobile program includes one sales motion: **Sell With.**

In **Sell With**, reseller customers partner with T-Mobile sales reps to provide full end-to-end solutions to their customers. Resellers sell non-stock hardware and/or software solutions, while the T-Mobile rep handles pricing quotes, coverage questions and activates the devices.

Reseller customers receive commissions for facilitating activations. End users can be new or existing T-Mobile customers and T-Mobile directly bills the end user.

\*Always refer to the commission schedule for the most up to date information.

**Contact: [TMobile@tdsynnex.com](mailto:TMobile@tdsynnex.com)**

## Benefits:

- Bi-Directional Lead Exchange
- Lucrative Compensation
- Dedicated T-Mobile Channel Support
- Alignment With Public Sector Solutions Team and Compensation Available in Education
- Access to T-Mobile Promos, Trainings, and Co-Brandable Marketing Material

## When a partner reseller has a T-Mobile lead, follow this process:

- **Step 1:** Register lead in the T-Mobile Partner Portal.
- **Step 2:** When T-Mobile approves deal and assigns a sales motion, please follow the appropriate process laid out in the T-Mobile Sales Manual.
- **Step 3:** Submit End of Month report for any Sell With deals closed to confirm commissions. No extra action needed with Sell Alone or Sell On Behalf Of deals.

## Things to Know:

- Chargeback period 120 days
- Activations must be net new and previous Sprint lines don't qualify
- Commissions are a one-time payment and/or monthly depending on sales motion
- Please note that Sell Alone and Sell On Behalf Of deals have a maximum upfront payout

# Carrier Programs – AT&T

**AT&T Mobility Referral program is now open to Mid-market and Enterprise as well as SMB to TD SYNEX resellers.**

- All end users eligible excluding, e-Rate eligible, federal, wholesale and rural healthcare
- Excludes AT&T sold equipment
- Partner with AT&T team
- No channel conflict – all receive credit for activation
- Prefer pre-sale engagement to build relationships with AT&T team

### **Benefits:**

- True Co-sell Motion with AT&T
- Lucrative One-Time Payouts
- Dedicated Support From AT&T Experts at TD SYNEX
- **Ask Us About the New, Exclusive Lead Referral Format!**



**AT&T**  
Business

# Referral Program

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## AT&T Mobility Referral Program Details

### Pre-Sale Engagement With AT&T Team

TD SYNEX submits referral template and engages the AT&T team who handles pricing, contracting, ordering and assists on technology, coverage and solution design questions

### Sale Process Steps

- TD SYNEX partner provides deal-specific information to TD SYNEX on referral template and emails to [attreferral@tdsynnex.com](mailto:attreferral@tdsynnex.com)
  - TD SYNEX partner requests new SIM cards (if required)
  - TD SYNEX partner or end customer provides to AT&T team the rate plan and carrier requirements
- AT&T team activates devices (if not being done in “Premier” client portal)
- TD SYNEX Partner provides a list of device IMEIs for being sold and activated (if not captured by reseller customer/TD SYNEX through normal operations)

### Post-sale Process

Customer maintains relationship directly with AT&T for all AT&T service-related questions, billing, and support

\*Always refer to the commission schedule for the most up-to-date information. AT&T pays 90 days from activation

## **Benefits:**

- Collaboration on Customer Opportunities
- Improved Sales Cycle Times
- Access to AT&T FirstNet Program
- AT&T Mobility Training and Support
- Alignment to AT&T Direct Sales Teams
- Enhanced End Customer Experience

**Contact: [attreferral@tdsynnex.com](mailto:attreferral@tdsynnex.com)**

**When a partner reseller has an AT&T Alliance lead, follow this process:**

- **Step 1:** Register deal in ConnectSolv Portal with the end user and device information for registration.
- **Step 2:** AT&T, TD SYNEX will send reseller rate plans to quote end user.
- **Step 3:** VAR will send TD SYNEX IMEI and SIM information for activation.
  - **Step 3A:** If the end user is new to AT&T, they will sign LOA (Letter of Authorization) provided by TD SYNEX to set up account. TD SYNEX will activate devices and send SIMs as needed.
- **Step 4:** Reseller customer receives one-time pay out per device and there is a chargeback period of 90 days.
- **Step 5:** AT&T handles all billing and customer service post-sale.



# Program Overview - FirstNet

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**AT&T FirstNet is an exclusive Public Sector wireless program that provides prioritized connectivity.**

Primary users include Law Enforcement, EMS, Fire and Public Safety Answering Point, but the same priority connection can be extended to FED/SLED, transportation, utilities, healthcare, higher education and more.

AT&T FirstNet consultants provide value propositions, presentations to end user, contract creation and any demo SIMs needed. They will quote the solution and TD SYNNEX will activate the devices.

Reseller customers receive commissions for facilitating activations and AT&T handles billing and customer service post-sale.

**Contact: [FirstNet@tdsynnex.com](mailto:FirstNet@tdsynnex.com)**

## **Benefits:**

- Unique Public Sector Solutions
- Lucrative One-Time Payouts
- Partnership With AT&T FirstNet Consultants
- Dedicated Support AT&T Experts at TD SYNNEX
- Access to AT&T Hardware and Promos

**When a partner reseller has an AT&T FirstNet lead, follow this process:**

- **Step 1:** Email deal registration info to FirstNet@tdsynnex.com. 
- **Step 2:** If deal registration is approved, AT&T FirstNet team will work together with reseller and end user to determine solution and quote services.
- **Step 3:** When end user approves, VAR will send TD SYNEX IMEI and SIM information and TD SYNEX will activate devices and send SIMs as needed.
- **Step 4:** Reseller customer receives one-time payout per device and there is a chargeback period of 90 days.
- **Step 5:** AT&T handles all billing and customer service post-sale.

Required Information for FirstNet Leads
End User Customer Name:
Customer Street:
Customer City:
Customer State:
Customer Zip:
Customer Contact Name:
Customer Phone Number:
Customer Email Address:
Mobility Specialist Name:
Mobility Specialist Email Address:
Item Description – LTE equipment that VAR is providing for the solution:
QTY:
Account Manager Name:
Account Manager Email Address:
Carrier Notes (Important – this is an extremely critical field. If not detailed, ATT will reject the lead) – Provide 1-2 sentences detailing why these devices require FirstNet service. In addition to the devices, is VAR providing any services?
Expected Close Date:
Is the customer a current AT&T Standard customer?

# Carrier Programs – US Cellular



# Program Overview

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## Our USCC program includes two sales motions: Sell Alone/Thru and Co-Sell

In **Sell Alone**, reseller customers sell the hardware they purchase from TD SYNEX and match the customer to a plan in the portal. Reseller customers submit the required information and receive a commission for the sale. Channel Managers can assist with selecting the correct plan and support the reseller with calls to the customer to discuss.

In **Co-Sell**, reseller customers partner with US Cellular field sales reps to provide full end-to-end solutions to their customers. Reseller customers sell non-stock hardware and/or software solutions, while the US Cellular rep handles pricing quotes, coverage questions, and activates the devices. Resellers customers receive commissions for facilitating activations.

\*Always refer to the commission schedule for the most up to date information.

## Benefits:

- Friction-Free Selling
- Lucrative Compensation
- Dedicated US Cellular Channel Support
- Local Homegrown Network
- Always an Option for Devices with Second SIMs to Make an Extra Sale

**Contact: [WirelessSales@tdsynnex.com](mailto:WirelessSales@tdsynnex.com)**



## When a partner reseller has a US Cellular lead, follow this process:

- **Step 1:** Submit registration from to TD SYNEX
- **Step 2:** US Cellular is committed to fast responses in the approval process
- **Step 3:** Submit the order if Sell Alone or work with the assigned US Cellular field rep to close the deal if Co-Sell

## Things to Know:

- Chargeback period 180 days
- Activations must be net-new lines (renewal upgrades have a separate commission plan)
- Commissions are a one-time payment
- Note that Sell Alone and Co-Sell deals have a maximum upfront payout

# Carrier Programs – MVNO



## Program Overview - MVNO

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**MVNO (Mobile Virtual Network Operator) uses the underlying infrastructure of other carriers to provide service.**

They are great fit for businesses with multiple locations who require more than one carrier service as well as for any IoT needs. They consolidate their services into one easy-to-manage account with simplified billing. They also offer value-added solutions such as MDM, fleet management, asset tracking and more!

**DataXoom** has access to Verizon, AT&T and T-Mobile infrastructure and requires 50-line minimum deals (negotiable).

**KORE** has access to Verizon, AT&T, T-Mobile, and 16 international carriers. They have a \$250 minimum.

**Contact: [WirelessSales@tdsynnex.com](mailto:WirelessSales@tdsynnex.com)**

### Benefits:

- Data Rebill or Direct Bill Models Available
- Great for IoT Solutions Needing Low Data Plans
- Monthly Residual Payments for 24 Months
- Convenient Bill Aggregation and Mobile Device Management



**When a partner reseller has a DataXoom, KORE and/or Convergia lead, follow this process:**

- **Step 1:** Register lead on the ConnectSolv portal with end user and opportunity information
- **Step 2:** We'll connect you with the appropriate resource for quoting and any coverage or technical questions
- **Step 3:** When end user approves, DataXoom or KORE will provide SIMs and activate devices
- **Step 4:** DataXoom and KORE handle billing and customer support directly unless partner is choosing rebill model

**Things to Know:**

- Monthly recurring payments occur for at least 24 months
- Commission payments are on 90-day cycle
- First month of service is charged at time of order

# Carrier Programs – Wireline

**Our Wireline program encompasses any connectivity service you may need so you can be a one-stop shop for your customers**

- **Business Internet Solutions:** Fiber/Ethernet, Coax/Broadband Circuits, E-Rate Certified Facilities
- **Voice Solutions:** UCaaS, SIP Trunking, Telephone lines, Hosted Services, VOIP
- **Managed Network Solutions:** Cloud Computing, Firewall, Wireless Failover, SD-WAN
- **Network Equipment and Software:** SaaS, Accessories and Services, Modems, Cloud Software

**Contact: [WirelineSales@tdsynnex.com](mailto:WirelineSales@tdsynnex.com)**

## **Benefits:**

- Earn Monthly Recurring Revenue
- Access to National Footprint via Nation's Top Wireline Providers
- Customized Solutions That Are Researched and Delivered
- Ease of Doing Business with TD SYNNEX Support
- Product Attachment Opportunities and Professional Services for Your Customers

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AVAYA

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Spectrum | PARTNER  
PROGRAM

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**When a partner reseller has a wireline lead, follow this process:**

- **Step 1:** Email deal registration info to WirelineSales@tdsynnex.com
- **Step 2:** Our team will connect you with the right resources to quote rates and answer any coverage or technical questions
- **Step 3:** When end user approves, the wireline service provider will implement services
- **Step 4:** Reseller customer receives a percentage of the monthly bill every month for the length of the contract
- **Step 5:** The wireline service provider handles all billing and customer service post-sale



Exact Legal Company Name:
Service Address:
Site Contact Name, Phone, Email:
Billing Address:
Billing Contact Name, Phone, Email:
Products Needed:

# Commissions FAQs

## What is the general timeline for commission payments?

The general timeline for commission payments is roughly 30-45 days from the close of transaction month. Please keep in mind that the timeline is dependent on the carrier (ex. AT&T's timeline is closer to 60 days)

## Where does my check get mailed?

Your commission check is mailed to the BILL TO location we have on file for audit/compliance purposes. You can find your default BILL TO location by logging into EC Express:

- Log In: <https://ec.synnex.com/ecx/login.html?redirectReq=1>
- Account--> General Account Info
- Some customers can be set up on an electronic payment

Month of Transaction	Statement/Check from TD SYNEX
January	March
February	April
March	May
April	June
May	July
June	August
July	September
August	October
September	November
October	December
November	January
December	February

**\*\*Transaction is date of activation or date of submission to TD SYNEX (whichever is later)**

## How do I view my Commission Statements?

Commission statements are uploaded to our ConnectSolv portal monthly.

- Log in: <https://ec.synnex.com/ecx/login.html?redirectReq=1>
- Click on the Mobility link in the header or the Mobility tile
- Click on Commission Statements link in the header or the Commission Statements tile

## Troubleshooting:

If you do not see these links or tiles, that means your log in permissions are not sufficient enough to see these. Please contact your portal administrator to enable MobiltySolv Superuser/Manager permissions.

**Contact: [MobilityCommissions@tdsynnex.com](mailto:MobilityCommissions@tdsynnex.com)**

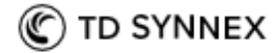
## Adding/Deleting/Updating Users and Permissions

- Log In to ConnectSolv Portal
- Click on Account--> User Management
- Click on Create a New User, Edit, or Delete based on task
- Choose an exiting user or create a new contact
- Click on the check boxes for user permissions (Mobility Manager or Mobility Superuser)

# ConnectSolv Team

# ConnectSolv Team

## Product Business Management / Go-to-Market Strategy



ConnectSolv



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# Thank You!

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