



Referral Programme Agreement



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About NewVoiceMedia

NewVoiceMedia helps businesses of all sizes to remove the frustrations of poor call handling, at an affordable cost.

Smaller businesses can take advantage of a sophisticated telephony solution that identifies callers, prioritises and routes them effectively. Larger companies operating a call centre can take advantage of a more flexible system that doesn't require specialist expertise or months of time to implement or adapt.

NewVoiceMedia's telephony solution is delivered using cloud-based technology, which provides the functionality of an on-premise solution at a fraction of the price.

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Introduction

This document describes NewVoiceMedia's sales referral programme.

Leads are referred to NewVoiceMedia's direct sales team, who will then manage an opportunity to closure.

Eligibility

This programme is open to businesses and individuals who wish to refer qualified leads to NewVoiceMedia (NVM) and obtain an incentive for doing so.

Referral Incentive

All qualifying referrals (see terms below) which result in a closed sale will earn an incentive.

This incentive will be a cash payment of 10% of the first year's initial contract value (for supervisor and agent licences) corresponding to the sale that was generated and closed in response to the lead that was referred.

Submitting a Lead

To submit a lead to NVM please

- a) email sales@newvoicemedia.com or
- b) call 0800 280 2888

A member of NVM's sales team will call you back to discuss the lead and log it for you.

Terms and Conditions

A qualifying referral is one:

- a) about which NVM is not already aware; NVM captures all leads in its sales management system;
- b) where the opportunity closes within six months of the lead being logged by NVM;
- c) where the lead is qualified – the opportunity must be known to the referrer, the NVM solution must have been discussed and a project exists for which NVM's solution is a fit. The contact details of the appropriate individuals at the opportunity must be provided;
- d) where the referrer is not employed by or undertaking consulting to the opportunity client. For the avoidance of doubt NVM's business relationships with its clients need to be transparent and professional.

The incentive payment will be made within 30 days of cash receipt from the end client. If the client pays monthly then the sums will be rolled up and paid quarterly in arrears. If the client pays quarterly then the referrer will be paid quarterly.

Payment of incentives is made at the absolute discretion of NVM and NVM reserves the right to suspend or cancel an individual's or company's membership of this scheme. Payments other than to companies may be subject to tax deductions.

Membership of the referral scheme does not imply that the referring party is in any way connected with NVM. They are not acting as an agent for NVM, and shall not represent themselves as such. The referring party is not authorised to enter into any commitment on behalf of NVM.

Authorisation

Referral Partner

Name

Signature

Position

Company

Date

NewVoiceMedia

Name

Signature

Position

Date