



Please use the below information on how to interact with the AppDirect Mobility team via the Mobility Hub. Submission via the hub is highly encouraged as it allows us to provide you timely and accurate responses to your submissions.

### **T-Mobile New Customer**

#### **Step 1-2: Submit the deal registration and the contract request**

- A deal registration should be processed for every new customer.
- Opportunity is a potential sale, you may need some help, large existing account (can I sell into it)
  - Submit the ***Deal Registration without Contract*** - This step will get T-Mobile CM involved if needed and will also provide you validation that you can “Sell into the account”
- If the sale is a done deal!!
  - Submit the ***Deal Registration with Contract*** - this will allow us to do 2 steps within one task and will shorten the process
- You have an approved deal registration and sale has closed
  - Submit ***Contract Creation*** - this will get the account created and credit information will be provided.

If the account is existing you can skip this process and move to the order process.

#### **Step 3: Submit a quote (if needed)**

**Note: if the opportunity is 10+ lines OR the customer has been working with the direct T-Mobile team, we will want to start with submitting a deal registration.**

- Complete the quoting template.
  - Use the resources listed for the carriers to decide on device types and plans that you would like to have quoted.
- If you are looking for 5G Wireless Broadband please use the “Broadband Address Check”
  - You can select multiple carriers and we will provide options that best fit your customers needs

#### **Step 4: Submit the order**

- Gathering all of the information in a standardized format will allow us to process your order on first communication, decreasing the turnaround time we can provide.



## Existing T-Mobile Customer

### Step 1: Submit the deal registration (if needed)

- Deal reg is needed for all Gov / Select accounts
- Opportunity is a potential sale, you may need some help, large existing account (can I sell into it)
  - Submit the ***Deal Registration without Contract*** - This step will get T-Mobile CM involved if needed and will also provide you validation that you can “Sell into the account”.

This is only needed the first time you sell into an existing account.

### Step 2: Submit a quote (if needed)

**Note: if the opportunity is 10+ lines OR the customer has been working with the direct T-Mobile team, we will want to start with submitting a deal registration.**

- Complete the quoting template.
- Use the resources listed for the carriers to decide on device types and plans that you would like to have quoted.

### Step 3: Submit the order

- Gathering all of the information in a standardized format will allow us to process your order on first communication, decreasing the turnaround time we can provide.

## Standard SLAs

**Note: SLAs provided are approximate.**

Request Type	T-Mobile
Order 50 lines or less	16-24 business hours
Order 50+ lines	24+ business hours
Contract Creation	8-16 business hours
Quote - Standard Pricing	8 business hours
Quote - 25+ lines	24-60 business hours
Deal Registration *Approval times varies on account types	1-16 business hours



**How to track your tickets:** Once a request has been submitted to the AppDirect Mobility team you will receive an email with your request information. This email will contain the subject line of: Customer Name, Request Type, Unique Order Number. All responses from the Mobility team will be via this email thread.

**How to contact us for general questions?**

Hub: Use the set up a call feature

Call: 773-541-2751

Email: [Mobility@AppDirect.com](mailto:Mobility@AppDirect.com)

Please note we cannot provide account information over the phone or complete order type transactions.