AppDirect

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

New Verizon Customer

Step 1: Submit a quote (if needed)
- ➢ 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.
- ➢ Most promotional pricing available online is available to the customers, however AppDirect will provide final pricing.

Step 2 - 3: Submit the deal registration and the contract
- ➢ A deal registration is needed for every account that you will be working with
- ➢ 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
- ➢ 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".
- ➢ 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 4: Submit the order
- ➢ Gathering all of the information in a standardized format will allow us to process your order with the first request increasing the turnaround time we can provide.

AppDirect

Existing Verizon Customer

Step 1: Submit a quote (if needed)
- ➤ 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.
- ➤ Most promotional pricing available online is available to the customers, however AppDirect will provide final pricing.

Step 2 - 3: Submit the deal registration (if needed)
- ➤ These two can be submitted one after another.
- ➤ Since the dates of completion can be different we need to keep the two tasks separate but they can be worked on simultaneously.

Step 4: Submit the order
- ➤ Gathering all of the information in a standardized format will allow us to process your order with the first request increasing the turnaround time we can provide.
- ➤ PRM oppty ID will be needed when the order is placed.

Standard SLAs

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

AppDirect

How to contact us for general questions?
Hub: Use the set up a call feature
Call: 773-541-2751
Email: Mobility@AppDirect.com
Please note we cannot provide account information over the phone or complete order type transactions.