



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.

vCom QuantumShift Mobility - New Customer

Step 1: Submit a quote (if needed)

- Complete the quoting template.
 - vCom Quantumshift supports BYOD pricing with options for equipment purchasing of full retail along with 12 month, 24 month, and 36 month financing. vCom Quantumshift does not offer subsidized phone discounts.
 - 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
- Benchmarking / Rate Plan Analysis
 - Assumptive
 - Most recent invoice from direct PDF
 - Detailed
 - 3 most recent invoice from direct PDF
 - 3 month usage report
 - Wireless Inventory report
 - Installments, Contract start and end date reports
 - If directions on how to pull this reporting are needed, please let the vCom team know and we will provide a carrier reporting guide with step by step instructions.

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 vCom QuantumShift Mobility

Step 1: Please use Universal Lifecycle Management (ULM) Portal for orders with existing customers

- ULM Training will be provided to advisors after first new customer sale or via vCom Mobile Lifecycle Management Tile in AppDirect My Apps.

Standard SLA

Request Type	SLA (Business Days)
Standard Quoting	1 - 2 Days
Complex Quoting / Bid Management	3 - 5 Days
Benchmarking / Rate Plan Analysis	2 - 4 Days
Order Processing	1 - 2 Days

How to track your tickets: Once a request has been submitted to the vCom 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. Responses from the vCom Mobility team will be handled by your assigned vCom team member.



How to contact us for general questions?

Hub: Use the set up a call feature

Call: 440-590-6766

Email: vCom.Mobility@appdirect.com

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