



CALLTOWER **REBILLER** **MODEL** FOR SEAMLESS UC EXPERIENCE

CALLTOWER REBILLER MODEL

For additional revenue opportunity while complying with federal regulations, CallTower's Rebiller Model allows you to quote and bill our services on your paper.

Deliver your collaboration clients a seamless global solution and invoice. CallTower continues to assist you with quoting while providing clients full-service onboarding and 24/7/365 support.

REBILLER MODEL - COMPARATIVE FEATURES

	Rebiller Model	Partner/Agency Model
Billing to Customer	VAR to Customer CallTower bills VAR	CallTower to Customer
Commission Options	<ul style="list-style-type: none">• Delivered monthly to VAR (or via Distributor) in arrears.• Varies by product and distributor	<ul style="list-style-type: none">• Delivered monthly to VAR (or via Distributor) in arrears.• Varies by product and distributor
Mark Up	<ul style="list-style-type: none">• Must be communicated with CallTower to maintain regulatory taxes, and fees.• Commissions are paid as % of total MRR.• Passthrough margin requires 3rd party billing platform	<ul style="list-style-type: none">• Must be communicated with CallTower to maintain regulatory taxes, and fees.• Commissions are paid as % of total MRR.• Passthrough margin requires 3rd party billing platform
Required Agreements	<ul style="list-style-type: none">• CallTower Rebiller Agreement• VAR to Customer: T&C Agreement• VAR to CallTower: Service Agreement	<ul style="list-style-type: none">• Mutual distributor agreement or direct CallTower agreement.• Customer to CallTower Service Agreement
Service and Support	<ul style="list-style-type: none">• Dedicated CallTower Project Manager• 24x7x365 Technical Support• CallTower Customer Success• Manager CallTower Channel Manager• VAR involvement at all phases	<ul style="list-style-type: none">• Dedicated CallTower Project Manager• 24x7x365 Technical Support• CallTower Customer Success• Manager CallTower Channel Manager• VAR involvement at all phases

REBILLER MODEL - PROCESS FLOW



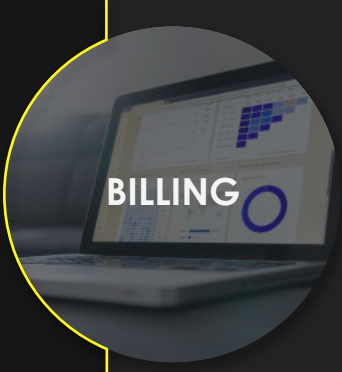
QUOTES & AGREEMENTS

- CallTower assists with quoting
- VAR to Customer: T&C Agreement, executed
- VAR to CallTower: Service Agreement, executed



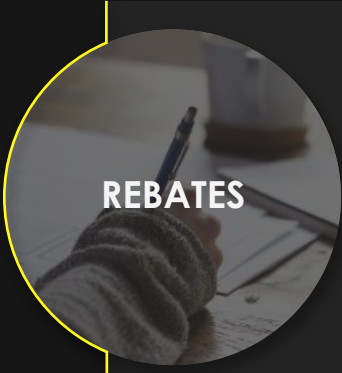
DEDICATED PROJECT MANAGEMENT

- CallTower Project Manager assigned
- CallTower handles all porting communications with the losing carrier Go Live with dedicated technical assist.



BILLING

- CallTower invoice sent to VAR
- VAR invoices customer
- Customer remittance to VAR
- VAR remittance to CallTower



REBATES

- Commission/Rebates to VAR following invoice remittance to CallTower

SERVICE ORDER VERBIAGE RECOMMENDATIONS

The below verbiage and recommendations are necessary additions to your service order agreements inclusive of CallTower Network services to comply with our contractual and regulatory requirements under the CallTower Networks Rebill Agreement executed by our teams.

1 Please add the CallTower Network's logo to each service order agreement.

2 Please add the following agreement notes to each service order agreement which includes a hyperlink to CallTower Network's Terms and Conditions (#1 below):

1. This document incorporates and is signed pursuant to the Terms & Conditions as set forth at <https://www.calltower.com/terms-and-conditions/>
2. The above pricing is subject to recovery of all applicable taxes, levies, and government fees.
3. Customer requested changes to accounts & services are billed in accordance with CallTower Networks Terms and Conditions.
4. Customer may, at Customer's sole discretion, place and receive telephone calls using CallTower Networks issued telephone numbers that are not located within a predefined, fixed end user physical location. If Customer elects this option, Customer acknowledges by executing this Agreement that CallTower Networks is not and cannot be in any way responsible for ensuring E-911 or 911 connectivity, and therefore 911 connectivity is the sole responsibility of Customer. Customer further agrees to fully defend, indemnify, and hold harmless CallTower Networks in connection with any damages incurred as a result of non-connectivity to E-911 and 911 services.
5. Upon ten (10) days written notice to Customer, CallTower Networks reserves the right to suspend and/or discontinue Services in the event that Customer invoice balances remain unpaid.

3 Please add the following verbiage (or similar) inclusive of customer acknowledgement initials to convey recognition of service terms and conditions.

[Your Company Name] is acting as billing agent for CallTower Networks. Customer acknowledges that services are managed and delivered via CallTower Networks. All accounts payable will be administered by [Your Company Name] accounts receivable.

Customer acknowledgement: Initials

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