



Welcome to the Mitech Family!

Below are tools you now can access to build your telecom business and work more efficiently. Remember, we only do 2 things. **We get customers and customer getters (other partners like you)**. Anything outside of doing these 2 things really isn't working. We have created a solid opportunity for you to plug into and maximize for financial gain. We are always here to help by email or phone. Please reach out to us with any questions or comments. Make it happen!

- I. Key Websites to Bookmark
- II. Business Back Office & Orders
- III. Residential Orders
- IV. Alarm Security Orders
- V. Credit Card Processing Orders
- VI. All other orders
- VII. How to send in referrals/leads/customers
- VIII. Contacts

I. KEY WEBSITES TO BOOKMARK

Company Website: <http://MitechPartners.com>

Remember: You can access everything directly from this site including (Back Office / Agent Portal, Forms/Docs, TelecomJunkie.com, etc)

Forms Tab: <http://MitechPartners.com/forms>

Here you can access How to docs (getting a quote, submitting an order), download brochures, Channel lineups, look up rates, etc

Business Back Office: <http://Mitechbiz.com>

This is accessible from the 'Agent' tab on the website. Use this CRM to log customers, prospects, submit orders, track orders, track commissions, set follow up reminders, view fiber maps and more.

Directv Residential: Retailer.directv.com

This tool enables you to submit Residential Directv Orders for customers anywhere in the United States. You can schedule customer's installation after order has been submitted with this tool also.

Serviceability Tool: <http://Cabletv.com>

Find out what cable company (Comcast, Cox, Time Warner, Charter, Mediacom, etc) is serviceable for a customer by entering customer's zip code.

AT&T Service Tool: <https://m.att.com/shopmobile/upgrade/availability.html>

This tool helps determine what AT&T services are available at a customer's address

Trouble Ticket: <http://MiTrouble.com>

Use this tool to help you get a resolution on a customer's outage, billing issue or if you have a question about your commissions.

Refer a Sales Partner: <http://telecombrokerUSA.com>

You can refer as many sales partners as you want and receive an overriding commission on their sales. Refer a Partner and you will earn up to a 10% override on each commission they make for life. You must have at least 1 sale per quarter to continue to receive overrides.

II. BUSINESS BACK OFFICE & ORDERS

You now have at your fingertips the most powerful sales tools available today.

To get access to your **Business Back Office website:**

URL: <http://www.mitechbiz.com> (or partnerbackoffice.com)

Username:

Password:

Don't have your password yet? Contact your Team Coordinator:

Zach Ford – zach@mitechopportunity.com

Antonio Etheridge – antonio@mitechopportunity.com

You will be able to get real-time pricing available there as well as many tools to manage and track your leads. Please let me know if you have any questions getting started.

For questions on how to navigate in your back office, how to get quotes, submit orders or more pertaining to business customers contact your Team Coordinator or access the Forms Tab:

Forms Tab: <http://MitechPartners.com/forms>

Here you can access How to docs (getting a quote, submitting an order), download brochures, Channel lineups, look up rates, etc

III. RESIDENTIAL ORDERS

Below is the Residential Portal for Directv

Directv Residential: Retailer.directv.com

This tool enables you to price and submit Residential Directv Orders for customers anywhere in the United States. You can schedule customer's installation after order has been submitted with this tool also.

Login Credentials:

URL: www.retailer.directv.com (use Microsoft Explorer Only)

Username: mite0007

Password: War79Pock (case sensitive)

This changes every 3 months, so stay in touch with your Team Coordinator (TC).

TRAINING on how to use the Directv Portal to submit and schedule orders:

Directv Training:

URL: <http://salestraining.directv.com/>

Click 'Login'

Username: mitech1

Password: iamanrvpyo98

Click 'Building Your Directv business (Residential)' and complete

- How to sell Directv – 6 Steps
- Marketing & Selling Door to Door

Click 'New Dealer Onboarding' and complete

- Selling Directv bundles
- Order Entry FFL – Residential

There are other modules you are welcome to complete here as well. Remember you can always come back to these to brush up on your Directv skills.

OTHER RESIDENTIAL ORDERS

Other Residential orders for carriers like Comcast, Time Warner or others need to be called or texted in to **615-249-5072** with the customer's information:

Name

Address

Phone | Email

Social security #

Date of birth

of TVs

*If you prefer to call in all your orders and not use the portal, that's cool too. Just reach out to your Team Coordinator and they will help you.

***See VII below on how to send in a customer or referral through our main office TEXT tool (615-249-5072).**

IV. ALARM SECURITY ORDERS

Contact your **Team Coordinator** for assistance

Zach Ford – zach@mitechopportunity.com

Antonio Etheridge – antonio@mitechopportunity.com

Or visit...

Forms Tab: <http://MitechPartners.com/forms>

Here you can access How to docs (getting a quote, submitting an order), download Brochures, Alarm Security docs, look up rates, etc

V. CREDIT CARD PROCEEESING ORDERS

Contact your **Team Coordinator** for assistance

Zach Ford – zach@mitechopportunity.com

Antonio Etheridge – antonio@mitechopportunity.com

Or visit...

Forms Tab: <http://MitechPartners.com/forms>

Here you can access How to docs (getting a quote, submitting an order), download Brochures, Alarm Security docs, look up rates, etc

VI. ALL OTHER ORDERS (VoIP, Mobile, MPLS, etc)

Contact your **Team Coordinator** for assistance

Zach Ford – zach@mitechopportunity.com
Antonio Etheridge – antonio@mitechopportunity.com

Or visit...

Forms Tab: <http://MitechPartners.com/forms>

Here you can access How to docs (getting a quote, submitting an order), download Brochures, Alarm Security docs, look up rates, etc

VII. HOW TO SUBMIT A LEAD/REFERRAL/CUST

HOW TO SEND A REFERRAL / LEAD TO MITECH

BY TEXT:

Order Text Line: 615-249-5072 (Save this number in your phone)

[If you are out in the field a lot, sending a quick text is most convenient. The text goes directly to our network and is received by a team who can quickly get you pricing, submit an order or answer a questions]

1- TEXT the following info:

Customer Name

Address

Phone

Email

Services Needed (If bundles, please note # of TVs)

Notes (Let us know if customer wants a particular carrier i.e. Comcast, Directv, Uverse etc. Let us know if they've said they owe a balance to a carrier, hate another carrier, etc. This helps us get you info quicker or close the deal quickly and get you paid)

2- If customer approves, send:

Social Security #

Date of Birth

Notes

[Other options below]

BY PHONE:

Call your Team Coordinator to give them the same customer info above:

(Don't know who your Team Coordinator is? Call us at 615-249-5072 or email us at: ac@mitechopportunity.com).

Customer Name
Address
Phone
Email
Services Needed (If bundles, please note # of TVs)
SS#
Date of Birth
Notes

BY EMAIL:

Email your Team Coordinator to give them the same customer info above:
(Don't know who your Team Coordinator is? Call us at 615-249-5072 or email us at: ac@mitechopportunity.com).

Customer Name
Address
Phone
Email
Services Needed (If bundles, please note # of TVs)
SS#
Date of Birth
Notes

FYI: You may also log this customer in your CRM in your back office. You will receive follow up details via email on your customers order, install, etc.

Note: Directv orders require a customer put a credit/debit card on file even if there is no upfront cost. This is because Directv gives them all of their equipment for free and will charge their card on file if the customer runs away with the equipment. 😊 So it's merely a security measure for Directv. You may send the customer's CC# via the above methods or call it in. Either is fine.

VIII. CONTACTS

OPERATIONS:
615-249-5072
AC@mitechopportunity.com

TEAM COORDINATORS:

Zach Ford – zach@mitechopportunity.com

Cell: 615-293-6506

Office: 615-249-5072 ext 132

Antonio Etheridge – antonio@mitechopportunity.com

Cell: 615-618-4756

Office: 615-249-5072 ext 133

Please let us know if you ever have any questions. We can always walk you through any of our tools or even help you close deals. Our goal is to put money in your pocket consistently. Look forward to making it happen with you. Talk soon!