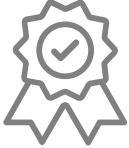




Ethical framework for Partner collaboration



With this chart, based on **6** principles, we ensure that every partner associated with Mixvoip conducts business with integrity and adheres to the same ethical guidelines.

6 ETHICAL PRINCIPLES



#1

Integrity and Fairness

Mixvoip commits to maintaining **fair business practices**, including clear and transparent contractual conditions.

#2

Support for Partner Success

Mixvoip commits to **providing appropriate support and assistance** to help Partners succeed in the sale and distribution Mixvoip's SIP Trunk, connectivity, cloud PBX and mobile services.

#3

Transparency

Mixvoip **provides clear information** about products, prices, commissions, and contractual conditions.

#4

Responsibility

Customer satisfaction is paramount. If a partner's customer encounters an issue, Mixvoip will collaborate with the partner, utilizing internal engineering resources to resolve the problem, even if Mixvoip is not directly responsible. **Our goal is to ensure all customers are happy and well-supported.**

#5

Non-compete assurance

Customers developed by Partners, who generate revenue for Mixvoip, are exclusively managed by those Partners. **Mixvoip recognizes this exclusivity and commits not to directly solicit** these customers to sell competing IT, phone system, network, or hosting services.

#6

Collaboration

Mixvoip and Partners commit to **constructive collaboration** to resolve 'channel' conflicts, ensuring the protection of customer interests and the continuity of service. Together, we strive towards **the common goal of nurturing happy, growing customers**, which strengthens our partnerships and enhances service delivery.



By supporting this framework, Partners and Mixvoip jointly commit to embracing and adhering to the ethical principles and guidelines outlined above, strengthening our collaborative relationship to maintain an ethical, fair, transparent, and trust-building environment..



More info ? Please contact us !

<https://www.partner.mixvoip.com> - partner@mixvoip.com

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Fostering Mutual Trust & Success

Mixvoip commits to following the established guidelines should any of these #scenarios arise.

#1

Scenario 1

Partners customer generate revenue for Mixvoip

#1 : If a Partner's customer generates SIP TRUNK revenues at Mixvoip

- Mixvoip will not sell IT, phone system, network, or hosting services without the partner's written consent.
- Mixvoip may offer connectivity and mobile services, with commissions awarded to the partner.

#2 : If a Partner's customer generates Connectivity revenues at Mixvoip

- Mixvoip will not sell IT, network, or hosting services without the partner's written consent.
- Mixvoip may offer connectivity, mobile and telephony services, with commissions awarded to the partner.

#2

Scenario 2

Partner's customer does not generate revenue for Mixvoip

Mixvoip may offer its full range of products and services to the customer.

#3

Scenario 3

Partner's lead (not a customer yet)

#1 : Mixvoip is introduced by the Partner

- Mixvoip will not sell IT, phone system, network, or hosting services without the partner's written consent.
- Mixvoip may offer connectivity, mobile and SIP trunk services, with commissions awarded to the partner.

#2 : It's a Request for Proposal (RFP)

Mixvoip may offer its full range of products and services to the customer.

#3 : Mixvoip is not introduced by the partner

Mixvoip may offer its full range of products and services to the customer.



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Deal Registration Process

Partners can safeguard their customer relationships and commissions by registering deals through sending an email to dealreg@mixvoip.com.

Once a deal is registered, Mixvoip commits to not selling IT, phone system, network, or hosting services without the partner's written consent for a period of four months.

During this time, partners can also benefit from commissions on connectivity, mobile, and SIP trunk services offered by Mixvoip.

This deal registration process is designed to protect partners' customers from direct sales by Mixvoip that might compete with the partner's offerings.

If additional time is required to close a sale, the registration period may be extended following a joint discussion between Mixvoip and the partner.



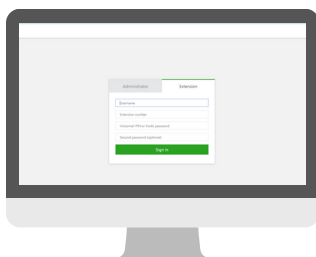
Definition of IT, network, or hosting services

For the purposes of our partnership agreements, the term "IT, network, or hosting services" encompasses a comprehensive range of technologies and support services. This includes not only the provision of the services but also their setup and ongoing maintenance.

Specifically, our definition covers colocation, Microsoft services, software licensing, managed services, network security devices such as firewalls and switches, communication services like e-mail, and hardware provisions including laptops and desktops.

Additionally, we include virtual machine (VM) hosting and cloud backup solutions under this category. These services are integral to maintaining robust and efficient IT operations for our clients and may be subject to partner consent before being offered directly to customers by Mixvoip.

**Check Partner Connect
for more details !**



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