
2005

Suggested Questions

For a Potential Dealer

Texas Indirect

Region: Central South Texas

Dealer:

You will be given a list of Master Dealers in your market. As stated in our conversation, it is completely up to you who you choose for a Master Dealer.

To help you in your research, we've compiled a list of questions. This is not a comprehensive list, just a short list to trigger a conversation between you and the master dealer.

Equipment

1. What are the prices of the Handsets? Can you show me a pricing sheet?
2. What is the process for ordering phones? How do I order accessories, SIM cards, and other equipment?
3. Am I required to purchase a given amount of equipment, handsets or accessories per month?
4. How do I pay for them, up-front or via credit?
5. What is the turn-around time after placing an order? Do you ship them directly to me?
6. What do I do if a customer returns a phone? What is your return policy for damaged phones?
7. In What Areas can I activate handsets?

Contract

1. How long is our contract for and what are the terms and conditions for purchasing phones / accessories?
2. What happens after the contract expires? Does it renew automatically?
3. Can I sign up under a different master after the contract expires?
4. What happens if I'm not happy with our arrangement? Is there a clause that allows me to leave you as a master dealer?

Commissions

1. Can you show me the commission breakdown for each type of post paid, prepaid, and upgrade/renewal activations?
2. Are all spiffs rolled down to your sub dealers?
3. When will I get paid my commission check?
4. How does your company resolve commission pay-out disputes?
5. What paper work is required and what is the turn around time?
6. What recourse do I have, if I'm not happy with the result of the discrepancy research? What is your escalation process for commissions issues?

Advertising

1. Will I get advertising funds? How are they calculated?
2. When can I start using my advertising funds?
3. Will I get a monthly statement of my funds?
4. How do I access my coop dollars?
5. Who is the advertising/marketing contact with your company, and what is the process to execute a marketing campaign?
6. Do you use an advertising company, or am I responsible for designing the ad?
7. Do you do any ads for a group of dealers? If so, how often?

Service

1. How often will I see you or hear from my master dealer?
2. Who will be my local contact for issues?
3. Can I expect you to help me with sales events?
4. What is your expected time to return calls?
5. Can you give me 3 names and numbers of existing dealers I may contact as your references?