

Spiked Mobile

AGENT TRAINING: SELLING SPECTRUM

proud member of the
mobilfy
partner program

Spiked
mobile

WELCOME

We're excited to have you join Spiked Mobile, a Mobilfy company, and Master Agent of Spectrum.

This training will equip you with the tools and knowledge to succeed as a Spiked Mobile partner.

We'll review:

- The White Glove activation process
- Commission and payment process
- Spectrum services
- Support contact information

OUR TEAM



Cheryl

Support Expert

👋 Hi, I'm Cheryl! I'll be your Support Expert, guiding you through this onboarding and assisting with any sales-related questions you may have. I'm here to ensure you have everything you need to succeed as a Spiked Mobile Partner!

A Little About Me:

- furmom to 4 dogs
- I love listening to music and sing karaoke
- I always try to have a nature trip on weekends

I'm excited to help you on this journey—let's get started!

My email is sammy.support@mobilfy.com



Tony

CEO

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Tim

SR Sales Manager

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Jessica

Partner Success

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Commission & Reporting

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Alla

Accounting

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Elly

Operations

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UNDERSTANDING SPECTRUM SALES PROCESS

- What services you can sell:
Internet, Mobile, Home Phone & TV
- You need Internet to add Mobile
- How to position Spectrum services in
a sales conversation.
- No activation or startup fees

ACTIVATION PROCESS OVERVIEW

- All activations must go through us.
- Fill out the White Glove Activation Form with customer details and plan selection.
- We process the activation and track it for commission payout.
- You should see the deal in the Mobilfy Partner Portal- coming soon!

STEP 1

QUALIFY THE CUSTOMER

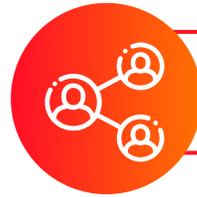
- Ensure the customer meets Spectrum eligibility criteria.
- Verify service availability using Spectrum's address lookup tool on [Spectrum.com](https://www.spectrum.com)



The screenshot shows the Spectrum website's address lookup tool. At the top left is the Spectrum logo. To its right are navigation links: Packages, Internet, TV, Mobile, Home Phone, Business, and Contact Us. Below these is a search bar with three input fields: 'Street address' (with a red error message 'Enter your street address'), 'Apt/Unit', and 'Zip Code' (with a red error message 'Enter valid zip code'). A blue 'Check availability' button is positioned to the right of the 'Zip Code' field. The entire search bar area is enclosed in a rounded orange border.

STEP 2

COMPLETE WHITE GLOVE ACTIVATION FORM



On “Agent Partner Name”, put your business name or first/last name if no business



Sales ID - Enter your Spiked Partner Code



Customer details
(Name, Address, Contact Info, etc)



Service Plan selection and add-ons

STEP 3

SPIKED WILL PROCESS THE ACTIVATION

- We handle the activation for you.
- We track the activation to ensure you receive full commission.
- You can start selling right away!

COMMISSION & PAYMENT PROCESS

- Activations will be tracked internally and can be viewed on Mobilfy Partner Portal
- Payments will be made based on completed and qualified activations.
- Payment schedule is the 15th of each month
- We pay via direct deposit.

COMMISSION CHARGEBACK POLICY

Your commissions are finalized once the subscriber keeps their service active for at least 90 days.

If a subscriber disconnects before this period, the commission paid for that service will be deducted from the next payment. If no payments are due, you must refund the amount to Spiked Mobile.

Payment Withholding

- If the chargeback amount exceeds earned commissions or if the agreement is terminated, Spectrum may withhold all outstanding payments.

Why This Matters

- This policy ensures that you focus on quality sales and maintain a strong partnership with Spectrum.

What You Need to Do

- Make sure subscribers keep their service for at least 90 days to avoid chargebacks.
- Review your sales strategies to align with this policy and maintain commission earnings.



SPECTRUM SUPPORT & ESCALATIONS

Once activation is complete and support is needed:

Spectrum Customer Service
855.860.9068

GETTING STARTED

EASY AS 1.2.3

1

Reach out to potential customers.

2

Complete the White Glove Activation form

3

Get paid!!





SPECTRUM INTERNET SERVICES

- High-speed internet with no data caps.
 - Free modem and antivirus software included.
 - No contracts and 30-day money-back guarantee.
 - Speeds ranging from 100 Mbps to 1 Gbps.
 - Ideal for streaming, gaming, and remote work.
 - Need WiFi? Add a WiFi 7 router for \$10/month or Free on Internet Gig plan
- 

SPECTRUM INTERNET RATE PLANS

- **Spectrum Internet Advantage**
100 Mbps - Affordable and reliable.
\$30/ month for 1 year
- **Spectrum Internet Premier**
500 Mbps - Faster speeds for multiple users.
\$50/ month for 1 year
- **Spectrum Internet Gig**
1 Gbps - Best for heavy streaming and gaming
\$70/ month for 1 year + Free WiFi 7 router

Mbps plans
include a free
modem and offer
WiFi for an
additional
\$10/month fee

SPECTRUM MOBILE SERVICES

- Nationwide 5G coverage with Spectrum's extensive network.
- Bring Your Own Device (BYOD) or purchase a new phone from Spectrum.
- No contracts and no hidden fees (taxes included).
- Mobile hotspot included with all data plans.
- To activate a Spectrum Mobile line, an active Spectrum internet service is required.

SPECTRUM MOBILE RATE PLANS

● By The Gig

- Unlimited talk, text and 1 GB data
- 1 GB Mobile hotspot

\$20/month per line + \$5 each additional GB

● Unlimited

- Unlimited talk, text and data
- Mobile hotspot(reduced speeds at 5 GB)

\$30/month per line

● Unlimited Plus

- Unlimited talk, text and data
- Mobile hotspot (reduced speeds at 10 GB)
- International data and voice in 175+ countries (reduced speeds at 10 GB)

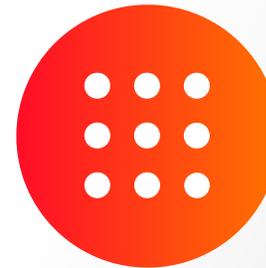
\$40/month per line

**First line free with
Unlimited or just
\$10 for Unlimited
Plus in the first
year.**

SPECTRUM TV SERVICES



Hundreds of HD channels, including local and premium options.



Access to popular streaming apps.



Free Spectrum TV App for watching live TV on the go.



Cloud DVR service available for recording your favorite shows.

SPECTRUM TV RATE PLANS

- **TV Choice**

You get to choose 15 Channels

\$75/month for 1 year

Customize your line up.

- **Mi Plan Latino**

170+ channels

\$70/month for 1 year

Spanish and English language channels including all TV stream Latino networks

- **TV Select Signature**

150+ channels

\$100/month for 1 year

Hit shows, movies and news.

- **TV Platinum**

180+ channels

\$145/month for 1 year

Includes TV Select Plus, Sports View with NFL Network, NBA TV and MLB Network, Entertainment + and STARZ

- **TV Select Plus**

160+ channels

\$110/month for 1 year

Top shows, movies and news, plus Regional Sports Networks.

- **TV Stream**

Stream 85+ channels with Spectrum TV app

\$40/month

(requires Spectrum internet plan)

- **TV Stream Latino**

All Spanish channels streamed with Spectrum TV app

\$25/month

(requires Spectrum internet plan)

SPECTRUM HOME PHONE SERVICES

- Unlimited nationwide calling and low international rates.
- No contracts. No extra fees.
- 28+ advanced calling features, including voicemail and call blocking.
- Crystal-clear digital voice quality.
- \$10 /month for 1 year
or 3 years when bundled w/ Internet and TV or Mobile

**NEED
ASSISTANCE?**

Contact us



Email

sammy.support@mobilfy.com

Phone

870-MOBILFY (870-662-4539)
Option 2