



Agent Partner Training & Onboarding

What partners will learn

- How to sell Spectrum services
- How to submit activations
- How commissions work
- Where to get support





ONBOARDING

Welcome to Spiked Mobile

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

This training equips you with the tools and knowledge to start selling with confidence.

Goal for today

Make you clear on the process, the expectations, and the next step after training.

01

White Glove activations

Submit accurate customer details and plan selections.

02

Commission process

Understand payout timing, vesting, and chargebacks.

03

Spectrum services

Internet, Mobile, TV, and Home Phone basics.

04

Support contacts

Know who to contact and when.

YOUR GUIDE

Meet your Support Expert



Kim

**Spiked Mobile
Support Expert**

kim.cabelete@mobilfy.com

- Guides partner onboarding
- Answers sales-related questions
- Keeps partners aligned on the process

“I’m here to make sure you have what you need to succeed as a Spiked Mobile Partner.”

A little about Kim

- Family is important to me.
- I enjoy documentaries and real-life stories.
- I am positive, approachable, and solution-focused.

WHO SUPPORTS YOU

Our team



Tony
CEO

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Scott
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Tom
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Understanding the Spectrum sales process

What you can sell

Internet

Mobile

Home Phone

TV

Partner reminder: keep the conversation simple, then use the White Glove form to start the activation.

- Spectrum Internet is required to add Spectrum Mobile.
- Position services around reliability, value, and bundled convenience.
- Startup fees can be low or none depending on what is activated.

WHITE GLOVE FLOW

Activation process overview

1

Qualify

Confirm eligibility and service availability.

2

Submit form

Complete the White Glove Activation Form.

3

Spiked processes

We activate and track the sale for commissions.

All activations must go through Spiked Mobile.

Fill out the White Glove Activation Form with customer details and plan selection. We call and verify with the customers and process the activation then track it for commission payout.

ACTIVATION PROCESS

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)

Qualify first.

Clean submissions start with the right address and customer fit.

ACTIVATION PROCESS

Step 2: Complete the White Glove Activation Form

1

Mobilfy Partner code

Enter your assigned code.

2

Customer details

Name, address, contact information, and related details.

3

Plan selection

Choose services, rate plan, and add-ons.

4

Partner Name field

Use your business name or your first/last name if no business.

Accuracy matters: what you submit is what Spiked uses to process the activation.

ACTIVATION PROCESS

Step 3: Spiked processes the activation

1

We handle it

Spiked Mobile processes the activation for you.

2

We track it

Activation tracking supports commission payout.

3

You keep selling

Once onboarded, you can start selling right away.

Customer Credit & Upfront Payment

Spectrum performs a soft credit check during activation. Based on the credit results, the customer may be required to pay one month of service upfront, along with the \$20 Internet startup fee. Spiked Mobile can securely collect the customer's credit card information directly from the customer to complete the activation.

I would place this in a light orange callout box above the existing "Your job" statement so it stands out without crowding the three main steps.

Your job: find the customer, confirm eligibility, and submit a clean activation request.



COMMISSIONS

Commission Structure

Product	Plan	1 to 9 PSUs	10 to 19 PSUs	20+ PSUs
Bundled Plan	1 GB Internet, Mobile Line, TV Select & Home Phone	\$540	\$700	\$765
Internet	2GB	\$350	\$500	\$550
Internet	1GB	\$325	\$475	\$525
Internet	Premier	\$250	\$400	\$425
Internet	Advantage	\$200	\$350	\$375
Mobile	Mobile Line 1	\$120	\$135	\$150
Mobile	Mobile Line 2+	\$150	\$200	\$200
TV	Select / MI	\$50	\$50	\$50
TV	Stream / Choice	\$25	\$25	\$25
TV	XUMO	\$15	\$15	\$15
Voice	Home Phone	\$15	\$15	\$15

COMMISSIONS

Commission payout timing

STANDARD PAYOUT

All Spectrum activations are subject to a 90-day chargeback period.

Once an activation remains active for the full 90 days, the commission becomes vested and will be included in the next scheduled commission payment cycle, generally paid on the 15th of the month. If the customer disconnects service before the 90-day period ends, the commission will be withheld or charged back.

EARLY RELEASE

Spiked Mobile pays commissions on the 15th of the month, 45 days after the close of the sales month. For example, commissions earned during June, which closes on June 30, are scheduled for payment on August 15.

After your first full month of activated business, Spiked Mobile will review your account for early commission release. If your activation activity remains steady and consistent during the following month, your commissions may be released early as a good-faith advance.

Early release eligibility is reviewed monthly and is based on:

- Consistent activation activity from one month to the next
- Projected commission earnings sufficient to support the advance
- Continued compliance with Spiked Mobile and Spectrum program requirements

Our goal is to release commissions as quickly as possible when your production remains consistent.

All commissions released early remain subject to the full 90-day chargeback period. If early release criteria are not met, commissions will follow the standard payment schedule.

CUSTOMER SUPPORT

Spectrum support & escalations

After activation is complete, customers should contact Spectrum Customer Service directly for any account or service support, including help with porting an existing phone number.

Spectrum Customer Service

855.860.9068

AFTER ACTIVATION

NEXT STEPS

Getting started is easy as 1–2–3

1

Reach out

Talk to potential customers.

2

Submit

Complete the White Glove
Activation Form.

3

Get paid

Track commissions through the
Spiked process.

PRODUCT OVERVIEW

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 2 Gbps.
- Ideal for streaming, gaming, and remote work.

Need WiFi?

Add a WiFi 7 router for \$10/month or free on the Internet 1 & 2 Gig plans.



RATES

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, and smart homw.

\$70/month for 1 year
+ Free WiFi 7 router

Spectrum Internet 2 Gig

2 Gbps

Maximum speed for streaming and gaming and smart home.

\$90/month for 1 year
+ Free WiFi 7 router

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

PRODUCT OVERVIEW

Spectrum Mobile services

- Nationwide 5G coverage with Spectrum's extensive network.
- Bring Your Own Device or purchase a new phone from Spectrum.
- No contracts and no hidden fees; taxes included.
- Mobile hotspot included with all data plans.

Mobile requires active Spectrum Internet

To activate a Spectrum Mobile line, the customer must have active Spectrum internet service.

Mobile RATES

Spectrum Mobile rate plans

By The Gig

\$20/month per line

Unlimited talk, text and 1 GB data.
1GB mobile hotspot.
\$5 each additional GB.

Unlimited

\$30/month per line

Unlimited talk, text and data.
Hotspot reduced speeds at 5GB.

Unlimited Plus

\$40/month per line

Unlimited talk, text and data.
Hotspot reduced speeds at 10 GB.
Free roaming in Canada, Mexico
and 180+ other countries.
Free international texting.

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

PRODUCT OVERVIEW

Spectrum TV services

1

HD channels

Hundreds of HD channels, including local and premium options.

2

Spectrum TV App

Watch live TV on the go.

3

Streaming apps

Access popular streaming apps.

4

Cloud DVR

Record favorite shows with Cloud DVR service.



TV RATES

Spectrum TV rate plans

TV Stream Latino	\$25/month	All Spanish channels streamed with Spectrum TV app. Requires Spectrum Internet.
TV Stream	\$40/month	Stream 85+ channels with Spectrum TV app. Requires Spectrum Internet.
TV Choice	\$75/month	Choose 15 channels. Customize your lineup.
Mi Plan Latino	\$75/month for 1 year	170+ channels. Spanish and English language channels.
TV Select Signature	\$100/month for 1 year	150+ channels. Hit shows, movies and news.
TV Select Plus	\$110/month for 1 year	160+ channels plus Regional Sports Networks.
TV Platinum	\$145/month for 1 year	180+ channels. Includes TV Select Plus, Sports View, Entertainment + and STARZ.

PRODUCT OVERVIEW

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 with
Internet + TV or Mobile



Need assistance?

We're here to support you.

Phone

870-MOBILFY

870-662-4539 • Option 2

Email

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