THE SOLUTIONS CENTER

SALES AGENT PAY STRUCTURE

The pay structure outlines how you earn commission and bonuses plus other rules and parameters that determine your pay and commission eligibility. Contests and spiffs that are on top of this are announced in the Sales Portal.

Sales agents receive hourly compensation and may also be eligible for performance-based commission. As a sales agent, part of your job description and responsibilities are to follow and adhere to company scripts, policies, procedures, and the schedule. Adherence to these items will result in you being eligible for commission across several platforms.

INDIVIDUAL PRODUCT COMMISSION: You earn commission for each individual activation as defined below. This is paid per single, processed, confirmation activation:

Individual Commissions

PRODUCT	COMMISSION
Directv/ATT TV	$7.50
2 Year Pro Plan	$5.00
3 Year Pro Plan	$7.00
AT&T MOBILE	1st line $10 2 + lines $25.00
ATT Internet	$5.00
Hughes Int	$15.00

PRODUCT	COMMISSION
Home Phone	$5.00
Medical Alert	$7.50
Home Security	$40.00
PC or ID Add on	$3.00
PC or ID $49.99	$6.00
PC & ID Add on	$7.00
PC & ID $49.99	$12.00

VOLUME TIER BONUS: In addition to the per product commission you may be eligible for a bonus based on the total numbers of sales you have for certain products during the pay period.

Volume Tier Bonus Weekly

PROTECTION PLAN

(30% ATTACHMENT TO QUALIFY)

# OF SALES	COMMISSION
10	$25
15	$75
22	$125
30	$250
40+	$350

PC/ID

# OF SALES	COMMISSION
7	$20
12	$50
18	$75
21	$100
30+	$150

Volume Tier Bonus Monthly

ATT INTERNET/HUGHES

Must be completed activation to qualify

# OF SALES	COMMISSION
15	$300
20	$450
35	$700

Directv

Must be completed activation to qualify

# OF SALES	COMMISSION
15	$300
20	$450
35	$700

RULES & GUIDELINES:

Qualification to qualify for commissions

- Minimum of 7 sales per weekly pay period to qualify for any individual commission
- Attendance – Please see attendance policy for qualification.

MISINFORMATION OR NEGLIGANCE

There may be other circumstances that result in nonpayment or deduction of commission.

▪ If you have misinformed the customer in any way or preformed any other act of negligence it will result in a charge back of the individual product commission you were paid or in nonpayment if you have not already been paid.

▪Protection Plan customers are able to cancel their policy for a full refund in which case the Protection Plan commission will be deducted from the employee's paycheck on the first possible paycheck after cancellation has occurred.

REVIEWS, DEDUCTIONS, & CHARGE BACKS: All calls are recorded. As part of our quality control process a portion of your calls are continually reviewed to ensure compliance with our call policies.

Call Policy: Every call you receive must be handled in the same manner using the correct script based on the type of call it is. When a phone call comes in the script to follow / product to pitch will come up on the screen.
Following the script is a mandatory part of proper call handling. The script entails that you guide the caller through a process, make proper disclosures, make at least 3 attempts to pitch and close the sale using rebuttals, and offer multiple products.
Another aspect to this proper call handling is not hanging up on callers. You should not decide to "abort /end" the call until the caller has ended it nor should you put them on mute and pretend like you cannot hear customer. This is not an exhaustive list and additional items may be added. In addition, accelerated disciplinary actions can and will be taken when appropriate.

REVIEW OF SALES CALLS: Every sale is quality reviewed to ensure adherence to our scripts, policies and procedures. This quality review will approve or deny the sale for commission eligibility. Failure to read and comply with scripts will make the sale non commissionable. his is in part to provide additional incentive for you to adhere to scripting and policies and also to ensure our sales have been properly made. When the script is not adhered to the company will suffer harm by using its resources to correct the error, may lose the ale, and may be required to compensate the customer for misinformation. If there is an issue found upon the review of the call, a note will be entered into the customer account. If the script was not followed you will see a note in the account that specifies the line/part of the script that is in error. You will not receive commission for these sales and they will not count towards any applicable sales tiers, or other bonuses.

The points you must adhere to for a sale to be approved for commission are:

1) You must verify the name and address by having the customer spell out each piece of information and entering it accurately into the customer record PRIOR to running a credit check or building an account.
2) You must not miss any part or line of the confirmation script.
3) You must ensure the customer understands what they are ordering.
4) No Misrepresentation guidelines can be violated.
5) Sales must be transferred to the corresponding secondary confirmation extension upon completion of the first confirmation script where applicable.

* Some of these requirements are not applicable to all sales. In cases where the requirement is not applicable (for instance on a Protection Plan sale there is no 2nd year price to confirm) that particular requirement will be void, but all other applicable requirements are in full force.

PAY QUESTIONS & DISPUTES: You will be issued a "sneak peek" of your paycheck on Monday which details your upcoming paycheck including total hours and total commission amounts scheduled to be paid. If you believe a mistake has been made you should immediately notify the payroll department using the Agemni ticket system by Tuesday at 5pm est. The payroll department will attempt to rectify any real errors prior to your paycheck prior to payroll being processed Wednesday morning. Since some disputes take longer to research it is possible that the correction will be placed on your very next paycheck, however the company will make every effort to swiftly correct the error. Please keep in mind if you miss the Tuesday deadline your correction will not be until your following paycheck. You can find detailed instructions on how to file disputes in the Sales Portal. Before filing a dispute, you should review your pay records first (please see How to Guide in Sales Portal.)

ADVANCES: An advance is any pay you have received in between pay periods such as a bonus or pay correction. An advance is a gross amount due and has not already been taxed. We are required to report the advanced amount on your following paycheck for tax purposes. The advance will show as an earning and a deduction on that check, which equates to a zero. You will then be taxed for the advanced amount and it will show correctly in your W-2 earnings. (Example if you are paid $10 for a payment correction and your tax rate is 17%, $1.70 would be withheld for tax on the payroll check.)

TERMINATION: You are not eligible for any bonus or commission if you are not actively employed by The Solutions Center at the time the bonus or commission is issued. Your final check and W-2 will be mailed to the address we have on file unless directed otherwise by you in writing.

AT WILL EMPLOYMENT: This policy does not create a contract for employment. Your employment with The Solutions Center is at will, meaning your employment can be terminated for any reason or for no reason at all at any time.

CHANGES TO PAY STRUCTURE: This policy can be modified at the sole and absolute discretion of The Solutions Center at any time. The Solutions Center will post the most current pay structure in the Sales Portal. You will be notified via electronic memo should any changes occur to this structure and may view the changes through the Sales Portal. You will not be required to sign an amended pay structure. All new pay structures will supersede all prior pay structures. I have read the entire pay structure and understand its terms:

SIGNATURE____ DATE ______________________

PRINT NAME____