



Commission Structure February

Vivint - XYZies Colombia





Introduction

We have a new commission structure, please be aware of the main aspects to help you be very successful!

Basic structure

3

	KPI	Qualifier	Payout issue			
Tier	CR%	Units	NRG	NIS	Cross Sale	Internal
Tier 1	$\geq 25\%$	≥ 22	\$93,205	\$78,803	\$78,803	\$98,205
Tier 2	$\geq 21\%$	19	\$78,205	\$58,803	\$58,803	\$80,205
Tier 3	$\geq 18\%$	16	\$43,205	\$38,803	\$38,803	\$58,205
Tier 4	$\leq 16\%$	≤ 13	\$35,205	\$28,803	\$28,803	\$45,205

* In case you have the CR%, the tier will be determined by the qualifier.

Based on the CR% Combined you close during the month you will be part of one of the sales tiers. The higher number of units you closed, the more you will commission.

Qualifier 1: Installation

4

<i>Tier</i>	<i>Range installed units prev month</i>	<i>Payout %</i>
<i>Platinum Bonus</i>	<i>80%</i>	<i>125%</i>
<i>Gold Bonus</i>	<i>75%</i>	<i>105%</i>
<i>1</i>	<i>60%</i>	<i>100.00%</i>
<i>2</i>	<i>55%</i>	<i>80.00%</i>
<i>3</i>	<i>45%</i>	<i>70.00%</i>
<i>4</i>	<i>Under 45%</i>	<i>0%</i>

Installation will be based on the number of units you install vs the number of units you close. The installation counts the date when the units have been installed.
So after the Tier on our CR% Combined, you will also have the chance to do a Platinum bonus to make 125% of your money!

Qualifier 2: Attendance

5

<i>Attendance</i>	<i>Payout</i>
<i>92%</i>	<i>100%</i>
<i>>50%</i>	<i>Prorated based on attendance</i>
<i><50%</i>	<i>Does not qualify</i>

We value all your efforts to be on time and on the floor everyday. Our commitment is to excellence, so your attendance is also required to become very successful.

This is called, the power of one, and means every single one of us has inherence in other's performance. When one fails to attend, all the efforts will go to the rest of the team as targets still need to be met. Please review in advance your options with your supervisor or director in case you have a scheduled event. We are here to help!

Qualifier 3: Zero Tolerance

6

- Use of SSN not provided by client
- Alterations of customer's name to get a better credit check
- Use of a mock address to get better credit score for customer
- Any process of altering or controlling system setting, behavior, components to any assigned tools to your own benefit, overwriting system results.
- Providing unauthorized discounts, promotions or benefits to customers without proper authorization or approval, resulting in financial loss

System
manipulation



- Misleading information about discounts or promotions
- Provide wrong prices to customer as a closing technique
- Intentionally provides wrong or leaves out information about contract, fees and/or discounts
- Misrepresentation of product by false or exaggerated information about the features, benefits, or terms and conditions to secure sales

False
expectations



- Add products not approved by customer such as TV services, or phone services without explaining in detail to customer.
- Process an order without customer consent

Slamming &
Gaming



- Process an order without account holder verbal consent
- Process a payment without card holder consent
- The use of someone else's personal information to process an order
- The use of fake information to process an order

Identity theft



- Using racist, sexist, homophobic, or other derogatory terms
- Making inappropriate sexual advances or comments
- Threatening or intimidating the customer
- Stalking or harassing the customer
- Yelling, swearing, or insulting the customer
- Use of profanity in the call

Rudeness to
caller



We are committed to a clean sales process. Fraud is certainly an impactful behavior that can cause legal issues for our business and our partners. If you fall into any of the fraud categories, you will not qualify for commission payout and disciplinary measures will be taken.

The fraud categories include any form of deceit, misrepresentation, or dishonest behavior that results in financial loss, harm, or disadvantage to our business or our partners. This can encompass but is not limited to activities such as falsifying records, misleading customers, or manipulating transactions.

Thank You

xyZies

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