



## **Fast track your profits**

Earn up to 5X MRR when you cross the finish line with Zoom Phone

From **March 1, 2021 through January 31, 2022**, close a deal including Zoom Phone or Zoom United for more ways to earn\*

### Non-Annual Pay

**3X MRR**

3+ year contract  
(36+ paid months)

### Annual Pay

**5X MRR**

**2X MRR**

2-year contract  
(24-35 paid months)

**4X MRR**

**1X MRR**

Annual contract  
(12-23 paid months)

**3X MRR**

**\*Terms and conditions apply:** Must be a net new Zoom Phone opportunity. This Zoom Phone Spiff promotion is available only to the authorized Subagents of authorized Zoom Master Agents for a limited time and is subject to all of the terms and conditions set forth herein and in the applicable Master Agent's underlying Zoom Master Agent Agreement. The Spiff enables such Subagents to claim a one-time bonus from its Master Agent for qualifying deals. See next page for full deal qualification criteria and details.



## Deal Qualification:

- Valid approved Lead Referral in compliance with Zoom's Lead Referral Guidelines required.
- A net new or upsell Customer for Zoom that meets the criteria set forth herein.
- Upsell opportunities to an existing Zoom Direct Customer or Indirect Customer (that the same Sub-Agent has previously resold to as an Authorized Zoom Reseller Partner) if the current Customer contract value is less than or equal to \$1,000 MRR USD. Spiff paid on Zoom Phone upsell amount only.
- Deal must include Zoom Phone on the same contract. All products in the deal need to be co-termed to reflect the same subscription term.
- Partners should be in good credit standing with Zoom to qualify for the SPIFF program.
- One-time SPIFF payment on initial deal only (not add-on orders).
- Should the Customer cancel within 6 months, chargeback will occur (as further described below in the terms and conditions). Any other opportunities outside of the specific instances above are not eligible in the Spiff Program.

*Any other opportunities outside of the specific instances above are not eligible in the Spiff Program.*

## Spiff Terms and Conditions:

All one-time, promotional bonuses awarded under this Spiff will be paid to the applicable Master Agent under which the Subagent refers business to Zoom. The Subagent participating in this Spiff acknowledges and agrees that Zoom will have no liability for paying bonuses directly to the Subagent, and Subagent shall only look to its Master Agent for payment of any bonuses the Subagent may be entitled to under this Spiff. It is the sole responsibility of the Subagent to confirm with the applicable Master Agent that such Master Agent is participating in this Spiff, including confirmation of bonus payout.

- Opportunities must be submitted on the Zoom Partner Portal using the Deal Registration feature. This Spiff program will supersede any existing Master Agent Spiff.
- Submitted and approved Deal Registration must be closed by Zoom (i.e., the Customer's contract must be executed) between March 1, 2021 and January 31, 2022.
- Opportunities closed prior to March 1, 2021, are NOT eligible for this Spiff program.
- Opportunities closed after 6 p.m. PST on January 31, 2022, are NOT eligible for this Spiff program.
- Opportunities submitted and approved, as well as closed deals with the Customer, must include Zoom Phone on the same contract. Spiff is paid on incremental MRR only (not including any products or services listed in the Zoom Referral Program Product Exclusions, linked below).
- To qualify for the 3x MRR Spiff, Customer subscription must be an annual (12 - 23 Months) committed contract term with annual prepayment. If the Customer contract does not include annual payment, Spiff will be limited to 1x MRR.
- To qualify for the 4x MRR Spiff, Customer contract must be a 2-Year (24-35 Months) committed contract term or greater with annual prepayment. If the Customer contract does not include annual payment, Spiff will be limited to 2x MRR.
- To qualify for the 5x MRR Spiff, Customer contract must be a 3-Year (36+ Months) committed contract term or greater with annual prepayment. If the Customer contract does not include annual payment, Spiff will be limited to 3x MRR.
- Zoom reserves the right to end, modify or deny any claim under this Spiff, and change promotion terms at any time.
- This Spiff Program cannot be combined with any other active Zoom promotional offer.
- Spiff rewards are earned at the time the Customer subscription is provisioned by Zoom.
- Spiff reward is a one-time payment program for the initial Customer order, and does not apply to subsequent upsells after the initial Lead Registration.
- New sales to a Customer cancelling within 6 months of activation will be subject to a full chargeback and recovery of the Spiff payment. Such chargeback will be on the applicable Master Agent's account and the Subagent acknowledges and agrees that the chargeback may be deducted from the Subagents commissions and/or Spiff bonuses owed to Subagent by the Master Agent.

## Commission Calculation:

Commissions will be calculated as a one-time percentage of the total incremental amount paid by the Customer to Zoom for all recurring Services, excluding hardware (including hardware or device as a service models), support offerings, professional services, fees for one-time, pay as you go and/or usage based services like for audio products/services, or cloud recording (collectively, the "Zoom Referral Partner Program Product Exclusions"), during the applicable billing period, exclusive of Taxes and Fees. The Zoom Referral Program Product Exclusions document providing the exhaustive list of products excluded from the Commission calculation is available here: <http://bit.ly/2vaBENS>.

"Taxes and Fees" means all applicable sales, use, value-added or regulatory taxes, fees, duties, charges, surcharges or assessments levied on the provision of Services to Customer (exclusive of any income tax imposed on Zoom).

For clarity, Commissions are based only on revenue collected by Zoom, and as such Zoom shall not owe Commissions on any free periods or buyouts offered to Customers. SPIFF qualification is determined by paid contract length only. Buyouts and free periods will not be included to determine contract length for qualification.

Payment Schedule Commissions will be paid to Master Agent by the last day of the month following the month that Zoom receives full payment for the Services from Customer, and may be delayed by free months of service or buyouts.

**Questions? Contact your Channel Account Manager or [partner-success@zoom.us](mailto:partner-success@zoom.us).**

