

At Norstar our services include complete project management for the implementation of the project. We offer our clients a highly skilled and experienced Project Manager to oversee the entire sales lifecycle. It is followed by periodic updates based on market conditions and improvements. Our project management services help you successfully integrate and deploy every project to the highest standards of performance. Norstar's project managers will handle all the details of your projects for a seamless service transition, their services include:

- Dedicated Project Manager
- Order processing
- Onboarding and Transition
- Follow up and fine tuning of services
- Call Routing Design and Consultation
- Physical Move Coordination
- Implementation assistance
- Detailed tracking of project milestones
- Local and Toll-Free Number Port Management
- Assigning Solutions Specialists

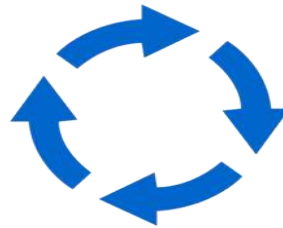
Norstar Offers:

- Award-winning and industry-leading products with aggressive pricing.
- 22 years of industry and technology experience.
- Channel focused.
- Tools, expertise and support when you need it.
- Project coordinators & managed services engineers assigned to each order.
- Advanced back office system.
- Financial Stability – debt-free and profitable for over 23 years.
- Competitive Pricing with industry leading Evergreen Commissions and huge SPIFFs.
- 70+ pre-vetted Carrier Partners, giving you access to multiple solutions.
- 100% of commissions paid on time, every time, since 1997.
- Personalized service, hundreds of products all on one bill and Single Point of Contact.

- An aggressive residual commission structure with no minimums.
- Additional incentive programs.
- 24/7/365 NOC Network monitoring.
- Premiere Support - Our Customers are provided with personal project and service managers and a white glove customer service round-the-clock.
- Carrier Diverse, Redundant Network.
- Comprehensive marketing support program.
- Innovative solutions.
- Exceptional provisioning and repair service.
- Cutting-Edge Products.

Guided Selling:

Pre-Sales Support



Post-Sales Support

Life Cycle Management

- Norstar enables master agents to increase sales, profits and customer satisfaction.
- Our industry-trained professionals create your custom marketing plan so you can keep that sales funnel full.

No Minimums
Higher Commissions
Toolkit
Closers
On-time Commissions

Commissions Accuracy
Teaming Program
Fiber Tool
On-Demand Quoting
Lead Referral Program

Back Office Support
24/7 Support
Marketing
Agent Portal
Power Solutions
Engineering
Ongoing training
Ever

**Green Contracts
Hardware Purchasing Program**

Partner Perks—Special Events

Diverse Portfolio

Dedicated Channel Sales Manager



Fiber Locator

Find and validate connectivity and capacity information.

Continuously updated telecom and colo-data directly from carriers.

PARTNER TRAINING



We know that training is essential to ensuring your sales teams are upskilled and ready to help your customers – we therefore ensure we can offer you the right training to help educate your employees. Get training and dedicated sales support that nurtures the partnership and assists with onboarding, including initial quoting and ordering.

Quarterly Updates/Training

eLearning Options

Optional Advanced Training

Here at Norstar we believe that our partners should have the knowledge and understanding not only to identify the needs of their clients, but to offer the proper solutions. That's why we help keep you up to speed with the latest carrier offerings and the associated technical details.

NETWORK TRAINING

- Norstar provides a training series for its partners to prepare them for complex sales in what is called the **NORSTAR Learning Management System**, exclusive to Norstar partners. With a library full of industry information including cloud, voice, unified communications, sip trunking, and more.



Norstar is committed to providing dedicated training, support, pre and post sales, and access to leading cloud solutions to enable the growth and success of our sales partners. Shaun Naghdi CEO.

Superior Customer Service: Our in-house team of knowledgeable, responsive experts are available around-the-clock to respond quickly and provide the fastest resolution possible.

WHY WORK WITH NORSTAR:

Founded on Our Core Values.

**FOCUSING ON YOUR
NEEDS FIRST**

**UNRIVALED
PROFESSIONAL SUPPORT**

DELIVERING TRUE VALUE

**DEDICATED TO YOUR
SUCCESS**

**WORKING WITH
INTEGRITY**

**TRANSPARENCY IN WHAT
WE SAY AND DO**

PARTNER PROGRAM BENEFITS

- Nationwide voice and data services from Top Tier 1 providers
- Facilities-based carrier and reseller
- Major POPs in Los Angeles, New Jersey and New York
- Licensed CLEC & IXC
- Recurring Revenue - diversify your revenue by offering a single-source solution for managed, network and professional services
- Aggressive residual commissions paid for the lifetime of the customer and upfront SPIFFs
- Zero up-front costs, No annual Fees, minimums or quotas
- Incentive and bonus programs
- No upfront investment, annual fees, minimums or quotas

- Each agent is assigned a dedicated and knowledgeable agent manager to help through every step of the way - pre- and post-sale
- Norstar provides a dedicated quote team, online quotes, project management and our provisioning team will keep you current on all your orders.
- Comprehensive Agent training, Initial and on-going training for Norstar products
- Marketing Support, capitalize on your successes with customized marketing materials and PR opportunities
- In-house U.S.-based 24/7 NOC, engineering, provisioning and customer service
- Expansive, nationwide product portfolio from top tier 1 providers
- Partner portal for quoting and order updates
- Quarterly reward program for top performers
- National network capabilities
- Profitable and financially strong
- Customizable marketing resources

Results through teamwork

Business Processes available through Norstar Agent Portal are as follows:

- | | |
|--|----------------------------------|
| • CRM – Customer Relationship Management | Quoting |
| • ERP – Enterprise Resource Planning | CMM – Contract Management Module |
| • Commission Processing | Accounting |

REPORTING:

Our custom reporting tool enables near effortless creation of reports about specific types of services.

Sales Partners use Norstar Agent Portal Platform to build stronger business relationships with their clients by utilizing the platform to keep its sales partners informed throughout the order, sales, and implementation process.

VOICE Solutions

Enterprise SIP Trunking
Digital PRI Voice Service
Small Business VoIP
Call Center/Dialer Termination
Toll-Free Services
Wireless/Mobile Phones
International Calling
Dedicated Long Distance
Wholesale Voice

DATA SOLUTIONS

- Dedicated Internet Access
- MPLS
- Private Lines
- Ethernet
- Cloud Solutions
- Unified Communications
- Wholesale Broadband

Enjoy uninterrupted geo-redundant service. Norstar Partner Portal:

- Providing industry-changing software to better enable our partners and their customers.
- providing commissioned users a dashboard where you will be able to access all of your orders and commission statements.
- Commissions Section: Here you will find the link to the most current commission run including the total monthly commission payout, your total commission pay all time and a link to all of the orders that you have placed.
- Announcement board: Any message or update shows here.
- Orders Section: You will see the total monthly orders and installs, as well as production trends for the year and links to see your monthly orders and installs.
- **Norstar** is committed to providing dedicated training, support, pre and post sales, and access to leading cloud solutions to enable the growth and success of our sales partners. Shaun Naghdi CEO.



Marketing Services

- **Channel Marketing** - Our customizable marketing materials, joint marketing and lead generation programs help you grow your business. Contact your channel sales manager for more information.
- Norstar has an experienced team of in-house IT marketing specialists ready to help you grow your business by generating demand and ensuring your marketing stands out from the crowd.

Logo design and creation

Flyer and content creation

Social media consulting

LinkedIn blogs

Strategic email campaigns

Events for your customers

Luxury Presidents' Club Experience President's Club

**Each year, we work to deliver an incredible
President's Club experience for our partners.
2021 Los Cabos Mexico**



Become a Partner

Become A Partner »

To get started, simply click on the Become a Partner icon at the bottom of this page and complete the [Become a Partner form](#) and a Norstar representative will contact you to answer your questions, discuss your business goals, and match you to the right program. Or, if you prefer, you can call us at [1-888-755-7776](tel:1-888-755-7776). Once you're signed up, we'll start the onboarding process to ensure you have the information and resources you need to maximize your success.

SUPPORT BEFORE THE SALE

SUPPORT AFTER THE SALE

SUPPORT BEYOND YOUR EXPECTATIONS

Our Business is to Help Your Business Succeed

Start A Partnership For Success



We make it easy to do
business

Our seasoned team of technology professionals has just the right blend of experience and technical expertise to converge your technology seamlessly into a single, total solution. We design our solutions to help users integrate low-cost, yet feature-rich voice, data, and video applications.

Join our Master Agent Program.

Call Us at 1-888-755-4589

