

## Preferred Partners Introduction

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### Confidentiality Notice

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## Introduction

Server Sitters is a premier technical support service for web hosting companies with a single goal of providing remarkable support solutions. We accomplish this by specializing in 24/7/365 support, proactive service monitoring, telephone support, help desk support, live chats, and completely transparent services. By teaming up with Server Sitters companies are able to outsource their technical support, cut costs, and spend more time focusing on the growth of their business. In today's economy, strategic support partnerships can be the difference between a company that fails or one that maintains a healthy and stable balance sheet.

Companies have begun to outsource their technical support at an unbelievable rate, to India and other countries where wages are low. This often reduces operating costs while increasing client frustration and customer turnover. When dealing with issues that end-users find confusing the last thing you want to add is a language barrier. However, Server Sitters is one of the few companies that operates solely within the borders of the USA and Canada to ensure nothing is lost during the communication/support process. This is our unique market niche that has allowed us to steadily grow over the years.

## Partner Statement of Purpose

Our Preferred Partner Program (PPP) is the shortest distance between you and more revenue. This is an ideal solution for NOC's, Merchant Providers, Web Designers, and Others that are looking for a solution to maximize their site revenue. You've probably heard about performance-based advertising. By utilizing this model we're able to maximize your revenue by providing you with a value added service to offer your circle of influence.



### Server Sitters

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### Preferred Partner Payout Chart

\* A one-time commission of \$500 for the first month that the account is active.

\* 5% per month for the first 3 months, starting the second month, you receive 5% of the overall monthly invoice.

**Example Commission:** You refer a client that signs up to outsource their web hosting technical support. They enter into a monthly contract with us for telephone, live chat, and help desk support. The client has approximately 4000 web sites and their overall contract price is \$3700 per month.

First Month		Monthly Commission: \$500 / month
5% for the first 3 months		\$500.00 initial bonus for new account
<b>ExampleHosting.com</b> Contract for Technical Support <ul style="list-style-type: none"> <li>• live chat support</li> <li>• telephone support</li> <li>• help desk support</li> </ul> <b>Total: \$1200/month</b>		

Months 2, 3, 4		Monthly Commission: \$185 / month
5% for the first 3 months		\$3700* 5% = \$185.00
<b>ExampleHosting.com</b> Contract for Technical Support <ul style="list-style-type: none"> <li>• live chat support</li> <li>• telephone support</li> <li>• help desk support</li> </ul> <b>Total: \$3700/month</b>		

\* After the first 4 months that's a total commission of over \$1055.00.

## **Preferred Partner Payout Schedule**

Partner Payouts are completed on the 15<sup>th</sup> of every month and include all commissions earned during the previous calendar month. If Option A is selected your commission for 3 months of service is payable each month in three monthly increments. In the event support services are terminated commissions are no longer credited.

## **Ways to Generate Referrals**

You can benefit from our library of referral banners that are available to post on your website. You can also place a text link containing your referral ID on your site or in emails sent to your clients. This allows us to track the traffic that you send to our site so we can link service requests or leads to your affiliate account.

You can refer customers to Server Sitters in numerous ways, some of which include:

- Place a banner or text link on your site
- Word of mouth
- Refer your business associates
- Include a "blurb" about Server Sitters in your monthly newsletter

## **Account Managers**

If you'd prefer, we can assign you with an Account Manager who is available by telephone or e-mail to discuss the great features and services that we offer. Rest assured, you're putting your clients in good hands. Server Sitters is a leader in IT Support Solutions and we're sure you'll see value in our Preferred Partner Program. If you would like to learn more, please contact us at [sales@serversitters.com](mailto:sales@serversitters.com) or call our Sales Team at (888)-522-3177. Our sales and support team is available 24/7/365.

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