



## ADDITIONAL FAQ's

**Q:** What is the difference between qualify and active as an Agency Owner?

**A:** As an Agency owner you have to first activate your Agency by having an Agency on your right and left team. Once you are active you must maintain your monthly qualification of 20 customer points to stay qualified for commissions.

**Q:** What are the different methods for an Agency Owner to reach the 20 customer point monthly qualification?

**A:** In order for an Agency owner to remain qualified you must have a total of 20 monthly customer points. This is accomplished by selling 3 mCards or any of our other retail products including iConnect, iConnectPro and iConnect Unlimited. Please refer to each products individual customer point value in your MMS. For Agency Owners that have selected the Platinum Partnership you are automatically qualified for the entire year.

**Example:** Once you have sold 3 mCards with a retail value of \$14.95 per card per month, you have reached your qualification and assuming the customers stay on the service, you qualification is automatically met each month as their bill is paid.

**Q:** Will the Charter Platinum Package for \$2,495 automatically renew at the same price?

**A:** The Charter Platinum Package will renew at an annual fee for \$2,495. All packages are subject to change for subsequent renewal terms. In the event of a change of service offerings or pricing, the Agency owner will be provided with 30 days notice prior to the renewal period and subsequent charges. Agency owners can manage subscriptions at any time in your MMS by selecting Manage Subscriptions.

**Q:** When someone purchases the \$99 Charter Membership and the Agency Promo Pak \$349 package, will they automatically be renewed for both, or just the \$99?

**A:** Yes. The Agency Promo Pak will renew at an annual rate of \$349 plus \$99. Agency owners can manage subscriptions at any time in your MMS by selecting Manage Subscriptions.

**Q:** How long does someone have to upgrade his or her Agency to the Platinum Partnership, and how is this accomplished?

**A:** During our Go-Live Summer Sequence we are allowing agents to upgrade to Platinum. You will find this upgrade option in your MMS by going to New Orders.

**Q:** If someone has a cashier's check or money order, can they still sign up or do we only take debit/credit cards? Is there a manual process for paper payments?

**A:** Right now we are only accepting debit/credit cards.



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**Q:** If someone doesn't use all of their package messages every month, will they be carried over to the next month or do they lose them?

**A:** All messages are monthly with our monthly and annual services and will expire at the end of each month. The only exclusion will be a retail message package that includes 10,000 messages that will carry over.

**Q:** How do I setup a new Group in my Mobile Platform?

**A:** In order to setup a new Group you will login into your Mobile Platform at [beta.izigg.com](http://beta.izigg.com) and click on the Manage tab, click on Organization on the left hand navigation bar and then go to the drop down menu. There you can select your Organization (Promo Pak or Charter Platinum) to create a new division or you can go to a division listing which you'll see slightly indented under your Organization. When you click on this feature you will see the field that says create new group.

**Q:** How does iZigg protect user data?

**A:** iZigg is committed to providing the highest quality services to its clients. We employ reasonable, industry standard techniques to ensure the security and privacy of Confidential Information provided by our Users, including: (i) encryption for all transmissions between a User's browsers and our web server is dependent upon the User's browser; (ii) automatic User session termination at the expiration of a time period establish by us; (iii) the assignment and selection of unique user names and passwords for restricted access to the Services; (iv) protocol isolation of the database from the web servers; (v) redundant firewalls to ensure system network isolation from unauthorized requests; and (vi) industry standard disaster recovery procedures and file security procedures.

**Data Center.** The data center containing iZigg's servers is located in secure facilities, which have card-key controlled access 24 hours a day. The data center is equipped with redundant power supplies, and the servers with redundant hard drives, processors and network interfaces. Only authorized personnel are given access to the data center, which is staffed 24 hours a day. The data center has a dispatch/alarm monitoring center which monitors the status of the network and servers 24x7x365. System backups and virus scans of the main servers and the backup servers are done on a regular basis.

**User Names and Passwords.** Each User is assigned a user name by iZigg, but is permitted to select its own unique password. Access to information contained on the database (including Confidential Information) is restricted depending upon the identity of the User.

**Q:** Who owns the user data in each account?

**A:** Subscriber data is the property of paying iZigg customers and paying customers may request this data at any time during the life of their contract. However, iZigg reserves the right to monitor and analyze subscriber data in order to stay compliant with carrier and mobile marketing association guidelines. iZigg will never, under any circumstances, sell or distribute subscriber cell phone numbers to third parties or iZigg clients for whom you have not approved. iZigg will never directly market to you any services for which you have not opted in, either by cell phone, text message or email. iZigg will never distribute any personal information about you, including your phone number, name, billing information or any other piece of identifying information.

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