



Speeki Reseller’s Licensing Directions

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Speeki – Reseller ordering of services directions

1. Reseller identifies lead (prospect end-user) with Speeki

The Reseller will register interest of the end client as a prospect with Speeki so this can be verified and ringfenced. This can be done by completing the registration of the prospect end-user form and sending it to Partners@Speeki.com or through the Partner Portal. This will require the partner to supply the following information:

- c. Date of registration
- d. Reseller full contact details
- e. Customer company details including any prospect contact details
- f. Speeki products or services of interest
- g. Timescales
- h. Latest email communications showing interest (if available)

2. Speeki will verify the lead

Speeki will register the lead within our systems to ensure that this prospective customer is not a current lead or existing customer with Speeki. This is determined by answering the following questions:

- i. Is the prospective lead already an active lead that is in direct contact with Speeki or an authorised partner?
- j. Has the prospective lead been contacted by Speeki or an authorised partner in the last three months and has indicated a desire to learn more about our services?
- k. Has the prospective lead already been registered by an authorised partner?
- l. Is the prospective lead an existing Speeki customer?

Speeki will record this prospect end-user within our systems so that it will become a Reseller prospect end-user for an agreed amount of time. This time scale will be determined on a case-by-case basis and will be subject to regular reviews to ensure this end-user prospect is still an active end-user prospect.

3. Reseller engagement with end user – Customer Agreement.

Speeki grants the reseller a one-time, non-exclusive, non-transferable right to resell our products and services based on what is specified in the **Reseller Order** (see section 8) and only for use of the end-user in accordance with our terms in the Speeki Customer Agreement. When a reseller engages with the end-user, they must follow these steps:

- a. Obtain our current Customer Agreement from our Partner Portal, website or contact Speeki at Partners@speeki.com
- b. The Customer Agreement should be included in every quotation and order form that the reseller issues to the end-user.
- c. Inform any end-user that they will be subject to Speeki's Customer Agreement and that by ordering any of Speeki's services from the reseller, the end-user agrees to those terms.
- d. The reseller must obtain written acceptance of the terms in the Speeki Customer Agreement by the end-user. This acceptance must be provided prior to Speeki's acceptance of the Reseller Order. The Reseller must then provide this acceptance of the Customer agreement to Speeki within 5 business days of the reseller receiving this from the end-user.

4. Ordering of services from Speeki – Reseller Order

The reseller will need to complete a Reseller Order form and submit this to Speeki. The Reseller Order form is available from the Partner Portal or by contacting Speeki at Partners@speeki.com.

- a. The Reseller Order must include all contact and company details of the reseller.
- b. The Reseller Order must include the end user's full company details, company registration number or EIN, and business contact information including any contact e-mail addresses.

- c. The Reseller Order must include the specific subscriptions to Speeki products or other services that have been sold by the reseller.
- d. The Reseller Order must include the price obtained from the current Speeki price list that is available via the Partner Portal or by contacting Speeki at Partners@speeki.com. Partners can mark-up or down these prices to the end-user in their sole discretion but must pay Speeki the agreed price for the services from the price list.
- e. Speeki will only accept a completed Reseller Order after Speeki has received written acceptance of the Customer Agreement by the end-user.
- f. Once the Reseller Order has been submitted, the Reseller Order is non-cancellable.

5. Payment of subscriptions and services to Speeki

Full payment is due once the reseller submits the Reseller Order to Speeki and is non-refundable and non-cancellable and any non-payment from the end-user is the sole risk of the reseller. The payment is to be transferred by same-day electronic funds directly to Speeki's bank account specified in the Partner Agreement Details Schedule. These details can also be found in the Reseller Order, Partner Portal or by contacting Speeki at Partners@speeki.com.

6. Delivery of Services

Speeki will deliver the applicable software license key, hosted service login or access to other ordered services directly to the end-user contact specified in the Reseller Order once payment has been received in full. These procedures are set out in the Customer Agreement.

If the Reseller has resold any of Speeki's Onboarding packages or other professional services, a full description of these services must be clearly stated within the Reseller Order. The reseller must also provide all end-user contact details and documentation that will be required for any implementation or kick off calls of our services to the end-user.

If Speeki is to deliver the software licenses or logins directly to the Reseller this must be clearly stated in the Reseller Order. In turn, the Reseller agrees that they are solely responsible for delivering the software licenses or logins directly to the end-user and cannot use, access any of the licenses, logins, or other services in any other way. All license keys and logins must be deleted by the Reseller once the software licenses or logins have been delivered to the end-user.