



Win Big with Zoom

Score up to 5X MRR with Zoom Phone



From **February 1, 2022 through March 31, 2022**, close a deal including a net new Zoom Phone or Zoom United opportunity for a chance to earn up to 5X MRR—even on existing Zoom Meetings customers.*

Non-Annual Pay

3X MRR

3+ year contract
(36+ months)

Annual Pay

5X MRR

2X MRR

2-year contract
(24–35 months)

4X MRR

1X MRR

Annual contract
(12–23 months)

3X MRR

*Terms and conditions apply. Must be a net new Zoom Phone opportunity. Qualifying one-time payment based on the customer paid term, not the customer contract term. See next page for full deal qualification criteria and details.



The Zoom Phone Spiff Promotion outlined above (this “Promotion”) is available only to the authorized Subagents of authorized 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, which is incorporated herein by this reference. To the extent a Master Agent elects to participate in the Promotion, the Promotion enables Subagents referring Qualified Opportunities through such Master Agent to claim a one-time Spiff Payment from the Master Agent.

Requirements of a Qualified Opportunity*:

- Valid, approved Lead Referral in compliance with the Zoom 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 the Services to as an Authorized Zoom Reseller Partner) The Spiff Payment will be paid on Zoom Phone upsell amount only.
- Deal must include Zoom Phone on the same contract.
- All Services in the deal need to be co-termed to reflect the same subscription term.
- Master Agents must be in good credit standing with Zoom to qualify for the Promotion.
- One-time Spiff Payment on initial deal only (not any subsequent add-on orders or upsells).
- Qualified Opportunity must close (e.g., Customer signs a contract with Zoom and Zoom provisions the Services to the Customer) within the Promotion deadlines outlined below.

*Notes:

1. Any other opportunities outside of the specific instances above are not eligible in the Promotion.
2. Terms and Conditions apply. See below for details.

Questions? Contact your Channel Account Manager or partner-success@zoom.us.

SPIFF TERMS AND CONDITIONS

1. Definitions.

- a. “Customer” shall mean a customer that Subagent refers to Zoom or that Subagent’s Master Agent refers to Zoom on Subagent’s behalf.
- b. “Service(s)” shall mean the Zoom products and services, as more fully described in the Zoom Terms of Service available at <https://explore.zoom.us/en/terms>.
- c. “Master Agent” shall mean a company contracted with Zoom to refer Customers to Zoom on behalf of its Subagents.
- d. “Spiff Payment” means the one-time, promotional bonus paid by Zoom to a Master Agent for a Customer’s closed, Qualifying Opportunity that meets all requirements hereunder.
- e. “Subagent” shall mean a subagent, referral partner, or others engaged by a Master Agent to market the Services.
- f. “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).

2. General Terms & Conditions.

- a. All Spiff Payments under this Promotion will be paid to the applicable Master Agent under which the Subagent referred the Qualifying Opportunity to Zoom. By submitting Lead Referrals to Zoom (or allowing Subagents to submit Lead Referrals to Zoom) for opportunities during the Promotion and/or by accepting Spiff Payments from Zoom, the Master Agent agrees to the Spiff Terms and Conditions and all requirements herein.
- b. The Master Agent and Subagent participating in this Promotion acknowledge and agree that Zoom will have no liability for paying Spiff Payments directly to a Subagent, and Subagent shall only look to its Master Agent for payment of any bonuses the Subagent may be entitled to under this Promotion and under the agreement entered into between the Master Agent and Subagent. It is the sole responsibility of the Subagent to confirm with the applicable Master Agent that such Master Agent is participating in this Promotion, including confirmation of bonus payout.
- c. Qualifying Opportunities must be submitted on the Zoom Partner Portal using the Lead Referral Registration feature. This Promotion will supersede any existing Master Agent Spiff Promotion. This Promotion cannot be combined with any other active Zoom promotional offer.

- d. Deadlines. Submitted and approved Lead Referral Registration must be closed by Zoom (i.e., the Customer's contract must be executed) between Feb 1, 2022 and March 31, 2022. Qualifying Opportunities closed prior to Feb 1, 2022, are NOT eligible for this Promotion. Qualifying Opportunities closed after 6 p.m. PST on March 31, 2022, are NOT eligible for this Promotion.
- e. Qualifying Opportunities submitted and approved, as well as closed deals with the Customer, must include Zoom Phone on the same contract. The Spiff Payment will be made on incremental MRR only (not including any Services listed in the Zoom Referral Program Product Exclusions, linked on the following page).
- f. Minimum Subscription Terms. To qualify for the 3x MRR Spiff Payment, the Customer's subscription must be an annual (12 - 23 Months) committed contract term with annual prepayment. If the Customer's contract does not include annual payment, the Spiff Payment will be limited to 1x MRR. To qualify for the 4x MRR Spiff, the Customer's contract must be a 2-Year (24-35 Months) committed contract term or greater with annual prepayment. If the Customer's contract does not include annual payment, the Spiff Payment will be limited to 2x MRR. To qualify for the 5x MRR Spiff, the Customer's contract must be a 3-Year (36+ Months) committed contract term or greater with annual prepayment. If the Customer's contract does not include annual payment, the Spiff Payment will be limited to 3x MRR.
- g. Zoom reserves the right to end, modify or deny any claim under this Promotion, and change the Promotion requirements, terms, and conditions at any time.
- h. Spiff Payments are earned at the time the Customer's subscription associated with the Qualified Opportunity is closed and provisioned by Zoom.
- i. Spiff Payments are one-time for the Qualifying Opportunity, and does not apply to subsequent upsells after the initial Lead Registration.
- j. Conflicts. In the event of any conflict between the terms and conditions of the Master Agent Agreement and the terms and conditions of this Promotion, the terms and conditions of this Promotion shall control.

3. Spiff Payments.

- a. Payment Calculation. Spiff Payments 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), paid support offerings, professional services, fees for one-time, pay as you go and/or usage based services such as 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 sets forth the exhaustive list of Services excluded from the Spiff Payment calculation and is available here: <http://bit.ly/2vaBENS>. For clarity, Spiff Payments are based only on revenue actually collected by Zoom from the Customer, and as such Zoom shall not owe Commissions on any free periods, credits, or buyouts offered to Customers. Promotion qualification is determined by paid contract length only. Buyouts and free periods (including credits in lieu of free periods) will not be included to determine contract length for qualification.
- b. Payment Schedule. Spiff Payments will be paid to Master Agent by the last day of the month following the month in which Zoom receives full payment for the Services from Customer, and may be delayed by free months (including credits in lieu of free months) or buyouts.
- c. Chargebacks. Should (1) the Customer cancel or reduce Services associated with the closed, Qualifying Opportunity for which a Spiff Payment was made under this Promotion within 6 months of the date the Customer's Services were provisioned by Zoom; or (2) Zoom refund or credit to the Customer any sums paid for the Services associated with the closed, Qualifying Opportunity for which a Spiff Payment was made under this Promotion, then the Spiff Payments will be subject to, at Zoom's option, either a prompt refund (of such Spiff Payments from Master Agent to Zoom) or a full chargeback (deducted by Zoom from future commissions and/or bonus payments otherwise owed to the applicable Master Agent) of the total Spiff Payments made to the Master Agent corresponding to the resulting decrease in revenue related to the Customer's closed, Qualifying Opportunity. Subagent acknowledges and agrees that the refund or chargeback, as applicable, may be deducted from the Subagent's commissions and/or bonuses owed to Subagent by the Master Agent.

Questions? Contact your Channel Account Manager or partner-success@zoom.us.