

# Fusion Broadband

## Partner Programme Level 1



# Joining the Fusion Broadband Partner Programme - Reseller Level 1

You are probably reading this document because you have heard about Fusion Broadband, have an understanding of how it works and believe that it will be a great service you can offer to your customers. As a result, you are now looking to become a reseller of the service and are wondering how to go about it.

Becoming an Partner of Fusion Broadband is easy. In short, you register your details, sign a few forms and you're in business!

We do have a few requirements though, so here is the finer detail.

## Benefits of becoming a Fusion Broadband Partner

The first benefit of becoming a Partner of Fusion Broadband is that you will be able to offer your customers a service that will provide them with a faster, more reliable broadband connection. We hear on too many occasions about customers wanting to increase their uplink and download speed, but the alternatives on offer are just cost prohibitive – or simply unavailable. Now you have the perfect solution to present to them!

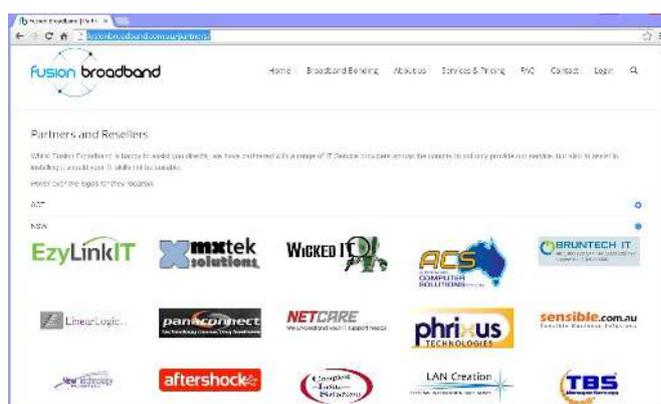
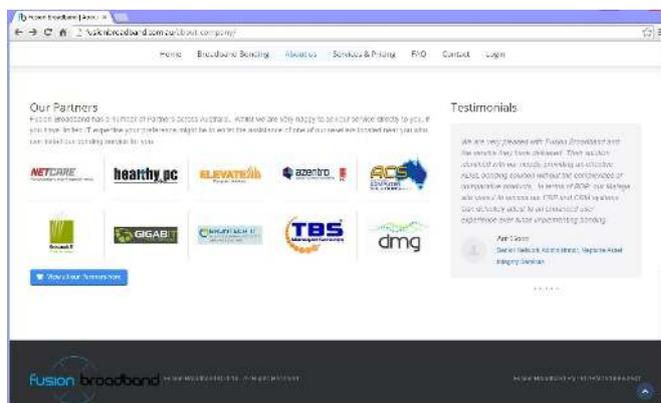
Secondly, we offer a commission based on the Fusion Broadband service you sell to your clients. Commission is either a 12.5% trailing or a once off amount (depending on the service) and is accrued in your Fusion Account to be withdrawn at your request once the invoice has been issued, paid and reconciled and the bonding service is up and running.

Our system will automatically email you a monthly statement detailing your customers' billings. It will show you your current earnings, amount withdrawn to date and any new sales for the month. You can then choose to collect your commission on a monthly basis (by manual request) or allow it to accumulate and be paid at any time. Your reseller report can be seen at any time by logging in to your Fusion Broadband account.

## Joining the Partner Programme

Things we would like from you:

- A phone call to discuss your and your customer's requirements. We want to be sure that Fusion Broadband is the right fit and will be a service that will benefit your customers.
- Your full contact details. We need you to register so we can flag you as one of our Partners. Visit this page to register: [fusionbroadband.com.au/reseller-registration](http://fusionbroadband.com.au/reseller-registration)
- The geographical area you represent. We would prefer that you list a region or a group of suburbs.
- A copy of your logo (*jpg/png*) that we can use on our website promoting you as an Partner.
- A signed copy of our Non Disclosure Agreement (NDA).
- An undertaking that you will place a Fusion Broadband logo on your website showing us a Partner to your business (linked to [www.fusionbroadband.com.au](http://www.fusionbroadband.com.au)).



We can then provide you with (at your request):

- Documentation (PDF files) that you will be able to present to your customers to assist in selling our service.
  - What is Broadband Bonding?
  - Bonding - Effects on Speed and Latency.
  - Fusion Broadband Bonding Technical Brief
  - Case study and Testimonials
  - Industry briefs, Case Studies, Service and Price Guides
  - Getting Started Guides
- A link to your website from our Partners/Resellers web page if requested.
- A monthly statement detailing your current commission earnings.
- A Fusion Broadband Account that will enable you to monitor your customers' Bonded connections. The *Fusion Bonding Admin Portal* is where you can set alerts on leg status – up and down, as well as monitor the current status of their links and traffic flow. More information can be found in our *Technical Brief* or by viewing our online 'How To' videos ([fusionbroadband.com.au/videos](http://fusionbroadband.com.au/videos)).

### How to Order a Fusion Broadband service for your Customer

As a Partner of Fusion Broadband, placing an order is done through links on our website.

#### Fusion Broadband Order Forms

This is our preferred method for you to order a bonding service for customer.

The Order Forms contain a series of check boxes allowing you to choose the options required by your customer and can be very useful to use as a quote.

Once completed, print it, have your customer sign it for approval and return it to us via email. We will process the order and request information from you (or your client) in order for a Bonder to be provisioned and shipped.

Order Forms are available here: [fusionbroadband.com.au/order-forms](http://fusionbroadband.com.au/order-forms)

#### Fusion Broadband Shopping Cart

As an *alternative* to the Order Form, your customer can create their own order by visiting the online Shopping Cart. The Shopping Cart allows them to place the order directly by creating a Fusion Broadband account. Also, if the customer creates their account at this stage of the process, it will then give them access to their usage charts, leg status, etc, if they have the desire to view this information. We would recommend you assist them with this Shopping Cart if they don't understand their requirements in full.

*Note:* As a suggestion, you should drop us an email advising that the order will be coming through so we can link the sale to your Fusion Broadband account in order to accrue commission for you.

The Online Shopping Cart can be found here: [fusionbroadband.com.au/cbms/cart.php](http://fusionbroadband.com.au/cbms/cart.php)

Once the order is complete, a welcome email will be set to the customer requesting payment/account details. They will also be asked for configuration details of the lines we will be bonding. See the section headed 'Pre-Configuration' below for more details.

You can request the CPE be delivered to your office (as opposed to the customer's address) if you would prefer. A simple email detailing your preference is all that is required.

#### Pre-Configuration

In order for Fusion Broadband to configure the bonder prior to shipping, we will require some configuration details.

An email with a link to an online pre-configuration form will be sent to your client. They may contact you asking for this information if it is unknown to them.

The online form will ask them to submit details of their bonded legs (PPP, DHCP, etc). In most cases, when bonding ADSL services only, the PPP details are all we require. We may also ask for:

- The types of connections we will be bonding
- PPP details for ADSL services
- Estimated speeds of the existing services
- Carrier/Provider details of the bonded services
- Modem types for USB 3/4G services

Once we receive those details, we can ship the bonder. Unless requested, the bonder will be shipped directly to your client's address. Please liaise with your Fusion Broadband sales consultant to make any other arrangements.

## Installing a Fusion Broadband Bonder

The Fusion Broadband CPE ('Bonder') comes to you (or your customer) fully provisioned and ready for installation. It does not have an interface and changes cannot be made to the Bonder once it has arrived onsite.

In addition to the Bonder, the shipping box will also contain a *Service ID Form*. The Service ID form has specific instructions as to how to install the Bonder. Your client will also have received via email a *Getting Started Guide* for their specific bonder. These can be downloaded from our website if needed - please visit the [Download Centre](#) to access these.

There is no real need for you as the IT service provider to install the Bonder; they may be able to install it themselves, but we will leave that decision to you as the customer's IT representative.

To install a Bonder, it is simply a matter of:

- Mounting the unit in the rack (or on the desktop)
- Connecting the modem(s)/broadband services to the appropriate Ethernet ports (refer to the *Service ID form*)
- Ensure any ADSL modems are in Full Bridge Mode
- Connecting the LAN port of the Bonder to the WAN port of the client's Router
- Configuring a static connection on the router's WAN port (as per the Service ID form)
- Connecting the power

Please refer to the [Getting Started Guides](#) for more detailed information.

Once the Fusion Bonder is installed and running, we will perform a number of tests on the connected services to correctly set their operating speed. By doing this we are able to extract the best speed and the lowest possible latency for the connection.

*Please note:* There is **no** configuration interface on the bonder and there nothing to do onsite insofar as configuring the bonder. Any errors of configuration details should be sent to [support@fusionbroadband.com.au](mailto:support@fusionbroadband.com.au) for corrections to me made.

## Welcome Aboard!

If you have chosen to join the Fusion Broadband Partner Programme - Congratulations and welcome aboard!

If you need further information about the service we offer in order to decide if you or your customers have a need for a broadband bonded solution or if you are simply after information on our pricing plans or more technical information about Fusion Broadband, please let us know. We have a range of documents including Technical Briefs, Case Studies, Customer Testimonials, Magazine Articles and some Industry Briefs. We are more than happy to email you these at your request.

We are just a phone call or email away if there is anything else you need. Otherwise, the steps below show how easy it is to become a Fusion Broadband Partner.

## Contact

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