

## How to be successful at discount authorisations...

The discount authorisation process allows you to apply for airtime credits, discounts, early upgrades and/or additional commission to help you win any bigger deals.

### Here are some top tips for obtaining successful discount authorisations (DA), and connecting them through Mainline :

- Submit the last 3 months bills from the current provider / tariffcomm report with the DA form for new connections
- The more info you can supply on the form the more likely your success i.e. additional bundles, data connections being added, what mix of handsets being supplied etc.
- The number of connections on the form should be voice connections only with any data connections being supplied in the additional information
- If there is no out of bundle spend on the account then no additional airtime credit (ATC) or commission will be approved through the DA process as the pricebook covers standard line rental
- The minimum criteria is 20 however if your account has a high ARPU then we will endeavour to get the DA authorised
- If your DA is for upgrades but you do not wish to upgrade the whole account then you must clearly indicate which mobile numbers you are upgrading
- If the account has an OBSCA on it then you can still apply for a DA but you must get a letter from the customer authorising you to obtain the details of the OBSCA. Please note that DAs with OBSCAs can take longer to be approved
- You can ask for early upgrade *and* additional funding, they are not mutually exclusive and you can mix and match ATC and additional commission
- When requesting early upgrades, it must be *your* original customer and they must be within
- the last 6 months of the contract
- When you come to connecting, you must connect exactly what you said on the DA form you were going to connect – any variations must be emailed to [discauth@mainline.uk.com](mailto:discauth@mainline.uk.com) to be pre-approved by Orange before you connect. Any variation will result in the DA funding not being applied to the account.
- You must quote the DA reference on the connection template. These cannot be done over the phone or on Enable so please email them to either [obsp.support@everythingeverywhere.com](mailto:obsp.support@everythingeverywhere.com) (Business Mobile dealers) or [business.connections@everythingeverywhere.com](mailto:business.connections@everythingeverywhere.com) (all other dealers)
- Additional ATC will be applied by Orange directly and additional commission will be paid via your remittance once we have received the commission from Orange. This may not be at the same time as the upfront commission is paid.

**Due to our close relationship with Everything Everywhere and a clear understanding of the process, our current approval rate is over 80% for our DAs, so you can rely on us to get the best deal for your customer!**