

VTech Authorized Channel Partner Policy

In order to ensure that our products are properly promoted and supported, VTech has developed an Authorized Channel Partner Policy. This Partner Policy (“Policy”) governs the manner in which the Authorized Partner Program will be managed by us, and does not create or imply any contractual relationship between you and us.

Some VTech and Snom branded products sold through distribution require that you be authorized by VTech to resell them. Outlined within this policy are the steps to become an authorized partner.

VTech further reserves the right to modify this policy from time to time without notice. Your acceptance into this program is at the sole discretion of VTech. VTech may terminate your participation in this program at any time without liability to you.

Process to Become an Authorized Channel Partner

1. Request VTech Channel Partner Authorization form and MAP Policy and Acknowledgment form from your Distributor.
2. Complete and sign both forms and return to your Distributor.
3. Distributor will notify you, once VTech has authorized you under their Channel Partner program.

Sales Exclusions

Authorized Channel Partners agree to supply products to end user customers in the United States, and Caribbean and Latin American (CALA) regions only.

Further, Channel Partner agrees not to sell any products in the VTech portfolio of brands to any customer who facilitates product sales on the grey market, either directly or indirectly.

Use of VTech Marks and Images

VTech approves Authorized Channel Partners limited use of specific marks, trademarks and images, in alignment with our terms of use, for the sole purpose of the promotion and resale of our products. VTech reserves the right to revoke the use of VTech marks at any time and reserves all other rights related to its intellectual property.

Authorized Partners may not bid on, purchase or register any pay-per-click (PPC) keywords on PPC search engines like Google Ad Words, Yahoo, or Bing among others, that include VTech’s registered marks or

trademarks or misspellings thereof in any keyword phrase without express permission from VTech Communications, Inc.

MAP Policy and Enforcement

VTech has increased its investment in the development of consumer electronic products, under the VTech® AT&T® and Snom® brands (“brands”). VTech’s commitment to innovation and consumer satisfaction is reflected in the increased recognition of the quality and reliability of the brands. The MAP Policy is designed to (1) support the VTech family of brands as premium offerings, (2) avoid destructive intra-brand channel conflict and (3) protect the margins and provisions that enable our distribution and authorized channel partners to provide desirable pre-sales and post-sales support consistent with our brand values. To better achieve our mutual business objectives and enhance the value of our brands, VTech incorporate our written MAP Policy as a term of our Authorized Channel Partner Policy.

Applicability

This policy applies to all Channel Partners of VTech product whether or not you have signed an agreement with VTech Communications, Inc.

Product Returns and Questions

Resellers (Purchased through your Distributor)

Please contact your Distributor where you purchased the device. VTech will not exchange any products directly with the Authorized Channel Partner; this must be done through the Distributor.

Consumers

If your customer has a technical question, please have the consumer contact Product Support at:

ErisStation: (Analog) - 800-595-9511 (SIP) - 888-370-2006

ErisTerminal: 888-370-2006

Snom: 339-227-6160