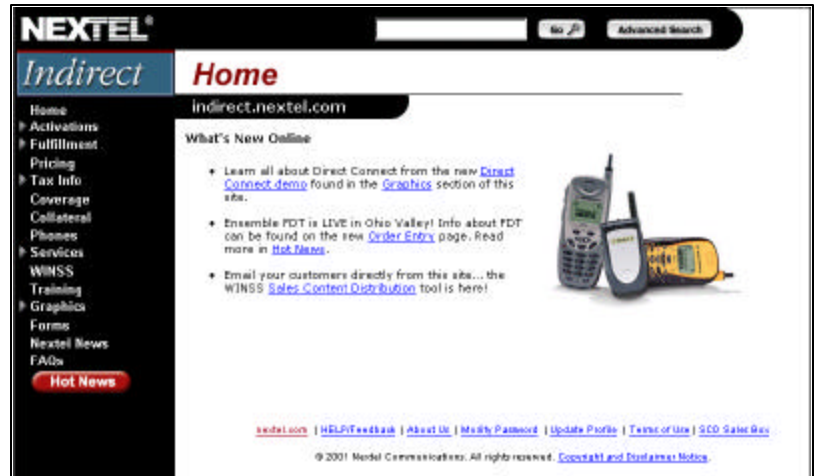


# NEXTEL® indirect.nextel.com

NATIONAL SALES TRAINING QUICK REFERENCE SHEET  
For Use by Nextel Authorized Representatives Only

*Let i.n.c help you  
work smarter with  
the tools you need  
to sell Nextel!*



## What is indirect.nextel.com (i.n.c)?

i.n.c is the one-stop extranet website exclusively for Nextel Authorized Representatives and channel management. We utilize the latest technology and services to help increase your productivity and drive more sales. Being an extranet means you don't need to be in the office to access the website – it's accessible via any Internet service provider. Indirect.nextel.com is your easiest, most reliable source for valuable Nextel product, pricing, coverage, training, and activation information.

## What will I find on indirect.nextel.com?

➤ Activations	Access online order entry and related information.
➤ Fulfillment	Access the Brightpoint Web Order Entry site and associated pricing and procedural information.
➤ Pricing	Search for Rate Plans and Promotions information by market and find up-to-date monthly pricing for handsets and accessories.
➤ Tax Info	Find tax descriptions by state and definitions to help answer your customers' tax questions.
➤ Coverage	View detailed Nextel coverage maps to help determine your customers' coverage area.
➤ Collateral	Email or fax Nextel product and service information directly to customers, order collateral and Nextel promotional items, and view current local advertising.
➤ Phones	Find the must-have facts, features, and benefits of Nextel's dynamic product line.
➤ Services	Learn about key information on each of Nextel's service offerings.
➤ WINSS	Save time by using this collection of automated sales support tools including the ability to do IMEI swaps online and email materials to customers directly from your handset.
➤ Training	View Web Based Training or download customer presentations and sales tools to assist you in successfully selling Nextel products and services.
➤ Graphics	Download high-resolution Nextel-approved graphics for use in your customer proposals and advertising.
➤ Forms	Access the latest Nextel-approved forms most commonly used during the sales process.
➤ Nextel News	Read the latest company Press Releases and Fact Sheets.
➤ FAQs	Find quick answers to your most frequently asked questions.

## Self-help is Available Online

Use the links at the bottom of each screen to access various self-help tools:

- **HELP/Feedback** includes:
  - Frequently asked questions and the answers you may need when caring for your Nextel customers.
  - Troubleshooting Tips created to help you troubleshoot Internet errors received when using i.n.c and the Order Entry site.
  - Online Request Form, an alternative to calling Customer Care for the processing of non-urgent client requests such as add/delete services, address/alias change, billing research, fleet, market or rate plan changes, or re-rates.
- **Modify Password** - An online tool to modify your current password.
- **Update Profile** - An online form to keep your contact information up-to-date and accurate. Your profile affects the content you are able to view online, so keep it current.
- **SCD Sales Box** - Your private storage space for holding materials available on i.n.c. that you would like quick access to in order to email, from either the site or from your handset, to potential and existing customers.

### **Note:**

Many documents on i.n.c are stored in PDF format and can be viewed with a **free** PDF reader. If you do not have this reader loaded on your machine, you can download a free version from Adobe Acrobat at <http://www.adobe.com/products/acrobat/readstep2.html>

## You Ask, We Respond

Based on user feedback, we're continuing to expand and refine i.n.c to offer you easier access to the information you need to be successful. Recent upgrades include:

- **Regionalization** - i.n.c and s.n.c are becoming comprehensive one-stop shops of both regional and national sales information. Starting with the Southeast region on November 1, Southeast users will see their local information in addition to national items. The remaining four regions will rollout one at a time, between now and the end of January. A user will only see the information that is relevant to their region, based on their log in and s.n.c/i.n.c user profile.
- **Training reorganization** - This invaluable section of the site has a new look and organization to help you quickly find the latest sales tools and information you need.
- **Search engine** - A search tool makes finding specific information a breeze.
- **Expanded Content Areas** - i.n.c and s.n.c now feature enhanced content areas, i.e. Sales Tool Box and Hot News Archive. Use the information in these areas to support your selling initiatives when needed -- the content will grow and expand over time.

## Accessing the Site

Access is easier than ever before! If you don't have a password, or have forgotten your password:

- Visit the log-on page at <http://indirect.nextel.com> and select "Registration".
- Complete and submit the appropriate online form.
- You will receive an email within 24 hours (M - F) with your user name and password.
- The first time you enter the site, you will be asked to create your own personalized password for future access.