



## **Qwest CLEC and Reseller Partners Website Information for the *Actiontec* Reseller Store**

The *Actiontec* Reseller Store, designed specifically for Qwest CLECs and Resellers, is now live. It can be accessed at the following Web address with the user name and password listed.

Website address: [www.actiontecstore-clec.com](http://www.actiontecstore-clec.com)

Access user name: actiontec

Access password: zAb4rw

### Store Details:

- Credit card orders are required for orders less than 1,000 units per month. The store accepts the following credit cards: Visa, Mastercard and AMEX.
  - Each order will be shipped to one address when purchasing via credit card.
- Electronic ordering is now available for those resellers who can commit to a monthly volume in excess of 1,000 units per month (3 month average). (Note: It will take up to 10 days to set up the account for electronic ordering.) These customers may qualify for our monthly billing program. Please contact Terry Shobert at 714-771-1946 if you meet this criteria.
  - Multiple ship-to addresses per order are acceptable when using electronic ordering.
- Single- and 16-pack SKUs are available for the Reseller's convenience.
  - The single pack is intended to be shipped directly to the End User. No pricing information will be included in shipment.
  - The 16 pack is intended to be shipped directly to CLEC/Reseller.
- All product includes a 1-year warranty.
- All product is shipped in the *Actiontec*-branded package with generic documentation.
- All returns require an RMA number from *Actiontec* Electronics, Inc.
  - All RMAs must be approved by *Actiontec* Tech Support.
    - The special Qwest reseller number for *Actiontec* Tech Support is 888-825-9078.
    - Once an RMA number has been released and the RMA product received, *Actiontec* Tech Support will ship the replacement product.



- Tier 3 Technical Support is provided for all DSL products.
  - Tier 3 is support provided directly to CLEC/Reseller technicians, no direct End User (Tier 1) support will be provided.
    - The Tier 3 tech support telephone number is 888-825-9078.
    - All Qwest CLEC/Reseller technicians will identify themselves as “Qwest CLEC/Reseller Partner” at the beginning of call.
  - The DSL products ship without any Technical Support Information. It is the Reseller’s responsibility to provide their customers with the appropriate Technical Support Information.
- *Actiontec* will provide Tier 1 tech support to your End Users for all *Actiontec* Wireless Networking products, including the 802.11G adapters.
  - The *Actiontec* technical support number is included in the box.
  - The 802.11G products are available for sale at [www.actiontecstore.com](http://www.actiontecstore.com).
- All orders are shipped UPS ground.
- A copy of your Resale Certificate must be faxed to 408-732-0114 or e-mailed to [ichen@actiontec.com](mailto:ichen@actiontec.com) prior to purchasing from this Website.

Information that the Qwest CLEC/Reseller is responsible for providing to their customer:

- DSL user name and password information.
- Instruct the End User to select configuration option “F” during the installation process (this is the Qwest PPP and VPI/VCI settings).
- Include a technical support telephone number etc. (Note: *Actiontec* does not include any specific technical support number in their DSL modem kits).



Product Details:

Products included on Website:

<b>Model #</b>	<b>Product Name</b>	<b>SKU</b>	<b>Description</b>	<b>Price</b>	<b>Available Date</b>
GT701	USB/Ethernet DSL Modem	GEU003AD3-01NTS	DSL Router with 1 USB and 1 Ethernet port	\$ 49.99 each plus \$15.00 S&H	April 5, 2004
GT701-WG	54 Mbps Wireless DSL Gateway (1 port)	GS083AD3-01NTS	802.11g Wireless Gateway with 1 USB and 1 Ethernet Port	\$ 70.99 each plus \$15.00 S&H	Now
GT704-WG	54 Mbps Wireless DSL Gateway (4 Port)	GS583AD3-01NTS	802.11g Wireless Gateway with 1 USB, 4 Ethernet ports	\$ 85.99 each plus \$15.00 S&H	April 5, 2004
GT701 (16 Pack )	USB/Ethernet DSL Modem (16 pack)	GEU003AD3-69NTS	16 pack of the GT701	\$ 799.84 plus \$45.00 S&H	April 5, 2004
GT701-WG (16 Pack)	54 Mbps Wireless DSL Gateway (1 port) – 16 pack	GS083AD3-69NTS	16 pack of the GT701-WG	\$1,135.00 plus \$45.00 S&H	Now