



## PROCESS FOR REQUEST FOR QUOTE

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1. Send all email requests for quote to: [Quotes@partnerservicesinc.com](mailto:Quotes@partnerservicesinc.com).
2. Please include a brief description of the services you would like quoted and attach the equipment design.
3. Include name of the End Customer and physical addresses for each location in which work will be performed (even if the work is remote only).
4. Training and SMB quotes will be returned within 24 business hours.
5. ECG or very large RFQs may require more time than 24 hours, however best effort will be given to return the quote within that timeframe if all information needed is given up front.
6. Provide a good contact number or way to reach you for questions regarding the quote.
7. Include contact information other than yourself in which to copy the returned SOW and pricing if applicable.
8. The RFQs and delivered SOWs will be tracked within the Partner Services group to assure good response time.

## PROCESS FOR ORDERING AND SCHEDULING:

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1. Send the signed SOW with the Business Partner Purchase Order number on the last page of the document to [orderentry@partnerservicesinc.com](mailto:orderentry@partnerservicesinc.com).
2. Once the signed SOW is received, the scheduling process will begin. Resources may not be reserved in advance of Purchase Order number receipt.
3. The SOW will be matched to the quote in EZ Milestone and delivered to the scheduling group to call you to arrange dates.
4. Invoicing of the completed job will occur after customer sign-offs are collected from the implementation team.



Contact your sales rep for more  
information or visit [www.catalysttelecom.com](http://www.catalysttelecom.com)  
1.800.790.2029