



FIREFLY

TELECOM CONSULTING

Partner Quick Start Guide

This guide is designed to help you quickly understand how to work with Firefly, who to contact, and how we support you behind the scenes.

Partner & Firefly Roles

Activity	Point of Contact	Details
Lead the customer relationship	Partner	You are the trusted advisor and primary point of contact for your customer.
Bring Firefly into opportunities	Firefly Channel Team	Engage Firefly when you need technical guidance, solution support, or help executing a deal.
Technical engagement when needed	Firefly Engineering	Firefly may assist during discovery, implementation, or troubleshooting with partner visibility.

Mobility

Activity	Point of Contact	Details
Start a Mobility Opportunity	National Channel Manager: Alicia LaBoon	Relationship owner: point of contact for all mobility opportunities & support. Email: Alicia@fireflytele.com
Submit a Mobility Quote Request	Mobility Quote Request Form	Submit opportunity details: <u>Mobility Quote Request Form</u>
Process Mobility Orders	Mobility Back Office Team	Orders & service requests managed via: Orders@fireflywireless.com

Wireline

Activity	Point of Contact	Details
Start a Wireline Opportunity	National Channel Manager: Marty Deschaine	Relationship owner: go to for all wireline opportunities & support. Email: Marty@fireflytele.com
Submit a Wireline Quote Request	Wireline Quote Request Form	Submit opportunity details: <u>Wireline Quote Request Form</u>
Solution sourcing & quoting	Firefly Back Office Team	Firefly evaluates carrier availability, pricing, and structures the best-fit quote.
Implementation & activation	Firefly Project Management Team	Firefly manages installation coordination and ensures proper activation.

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Solutions Architect

Activity	Point of Contact	Details
Complex Network Design	Chief Technology Officer: Steve LaMadrid	Oversees architecture and feasibility for complex network solutions. Email: Steve@fireflytele.com

Orders & Operational Support

Activity	Point of Contact	Details
Mobility orders & requests	Mobility Back Office	orders@fireflywireless.com
Wireline orders & provisioning	Wireline Back Office	orders@fireflytele.com
Project coordination	Firefly Operations	Manages carrier coordination and deployment progress.

Partner Support & Commissions

Activity	Point of Contact	Details
Partner program support	Chief Channel Officer: Aaron Nowaczyk	Channel leadership and partner program guidance. Email: Aaron@fireflytele.com
Commission Inquiries & Reports	Commissions Team	<u>Commission support and reporting assistance</u> Email: Commissions@fireflytele.com

Quick Reference

Need Help With	Contact
Mobility Opportunities	Alicia LaBoon, Alicia@fireflytele.com
Wireline Opportunities	Marty Deschaine, Marty@fireflytele.com
Technical Solution Design	Steve LaMadrid, Steve@fireflytele.com
Orders & Provisioning	Firefly Back Office, Orders@fireflytele.com
Partner Support	Aaron Nowaczyk, Aaron@fireflytele.com
Commissions	Commissions Team, Commissions@fireflytele.com