

turnium

WELCOME TO TURNIUM MANAGED SD-WAN

Your Guide to Turnium Managed SD-WAN



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Thank You...!

...for Joining the Turnium Family.

Welcome to Turnium and thank you for becoming a Partner reselling our Turnium Managed SD-WAN service! We appreciate the confidence you have shown in selecting us as your Managed SD-WAN vendor.

Over 10 years of experience tells us that you've made a great choice! Your business, operations, and end customers will benefit from our Managed SD-WAN solution. Using Turnium Managed SD-WAN as your virtual networking solution, digital on-ramp, or enabling technology to connect customers to your managed services frees you up to focus on building and delivering new customer offers and customer service while ensuring the quality and performance of your customer experience, including the last-mile!

This document and the associated files that have been provided to you will help you understand the process of getting your new Turnium Managed SD-WAN solution to market quickly and easily.

FROM OUR CEO

Derek Spratt

Welcome, and thank you for joining Turnium Managed Service Partner Community!

When we started writing software in 2009 to help an engineering firm deliver more robust networks to their remote offices across Western Canada, little did we imagine that our software would end up challenging the biggest brands in networking.

It is with Partners, like you, that we make a significant impact on businesses, organizations, governments, and people around the world! Together, when we sell a new Managed Turnium deployment, we help people connect securely, easily, and reliably to their data and applications. We make it easier for organizations to embrace the potential of the Internet, and we help these customers on their path of digital transformation.

Turnium's Managed SD-WAN is a fast way for your customers to benefit by connecting their people, data, locations, and devices in a more robust fashion than other choices. And at the same time, you benefit by improving the quality and reliability of customer access to your managed services, helping you grow wallet share and retain customers.

Over the years, we've increased the capabilities of our multi-tenanted Turnium SD-WAN, while focussing on features and a business model that are designed to help you grow profitably. We price our products and services reasonably to help our Partners achieve greater revenues and we support our Partners, like you, through their growth with our help in closing sales.

Once again, thank you for joining the Turnium Channel Partner Community. We look forward to working closely with you for years to come!

Best regards,

Derek Spratt, CEO

Turnium SD-WAN Onboarding Process

The table below outlines typical steps and activities that Partners experience during Turnium Managed SD-WAN Onboarding. This timeline is provided to help with your internal Project Management. The process is planned to take approximately 25 days, though the actual duration of your Onboarding may differ as we work with your teams to deliver on each of the steps below.

STEP	1	2	3
DESCRIPTION	Turnium receives Partner Master Services Agreement and send Turnium Partner Onboarding form.	Turnium receives Onboarding form back and sets up new Partner space and Users in Turnium Management Server. Billing information sent to Turnium Finance.	Partner Turnium Management Server training scheduled and delivered.
TYPICAL TIMEFRAME	0.5 - 1.5 days	1 - 3 days	7 - 10 days

STEP	4	5	
DESCRIPTION	Co-branded Sales collateral provided. Sales training.	Sales opportunity identification, refinement, and sales support.	
TYPICAL TIMEFRAME	7 - 10 days	Ongoing	

Technical Support



Telephone Support

For immediate support to help with critical outages or failures, please telephone us 24x7x365. An engineer will be assigned to your case. Support telephones are staffed by Turnium engineers Monday-Friday 8 am – 5 pm Pacific time. After hours calls are answered by our call center and engineers are paged.

PLEASE CALL: +1.604.398.4314 and select option 2 for all support issues worldwide.

Within North America call toll-free +1-888-818-3361 and select option 2.



Email Support

Please open tickets for non-critical outages by email at support@turnium.com



Online Support Portal

New tickets can be opened online and the status of existing tickets can be checked and tracked through Turnium's online portal at support.turnium.com.

Do not open tickets for critical outages or issues via email: please telephone to get immediate support for critical outages.

Employees from your technical and business teams that have accounts on your Turnium SD-WAN Management Server will have accounts on our Support Portal that will enable them to log in to check ticket status. If you need an account on the Online Support Portal, please contact Turnium Support by email. Once your credentials have been verified, an account will be created for you.

Electronic Payment Information

You can send payment to Turnium Technology Group, Inc. electronically. When submitting payment by Wire transfer or Electronic Funds Transfer (EFT) please make sure that all banking fees are paid separately and not deducted from the total being sent. Remittances should be sent to accounts@ttgi.io.



Billing/Finance contacts

Please direct questions regarding Billing and Finance to: accounts@ttgi.io.



USD payments

Company details

Company Name:

Turnium Technology Group, Inc.

Address:

1127 West 15th Street, North Vancouver
BC, V7P 1M7, Canada



USD payment bank account information

Bank Name:

Royal Bank of Canada

Address:

1789 Lonsdale Ave, North Vancouver
BC, V7M 1J6, Canada

Swift Code: ROYCCAT2

Transit Number: 04000

Institution Number: 003

Account Number: 400 509 6

ABA/Routing: 026004093

IBAN: 003-4005096-04000



Common payment problems

- Bank Account City needs to be “North Vancouver” not “Vancouver.” Entering
- Vancouver will cause payment to fail. The correct City is “North Vancouver” as it is a different municipality.
- Province name is British Columbia or province code BC
- Make sure the account number contains *all* 7 digits: 400 509 6

Electronic Payment Information



CAD payment

Only Partners with head offices in Canada and contracts that specify CAD pricing and payment may submit payment in CAD.



Company details

Company Name:

Turnium Technology Group, Inc.

Address:

1127 West 15th Street, North Vancouver
BC, V7P 1M7, Canada



Canadian payment bank account information

Bank Name:

Royal Bank of Canada

Address:

1789 Lonsdale Ave, North Vancouver
BC, V7M 1J6, Canada

Swift Code: ROYCCAT2**Transit Number:** 04000**Institution Number:** 003**Account Number:** 400 509 6**ABA/Routing:** 026004093**IBAN:** 003-4005096-04000

Common payment problems

- Bank Account City needs to be "North Vancouver" not "Vancouver." Entering
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- Make sure the account number contains *all* 7 digits: 400 509 6

About Turnium Technology Group, Inc.

***Our mission:** Connect Everything, Anywhere*

Turnium Technology Group Inc. was established in 2009 around a shared mission to transform the telecommunications industry and connect everything, anywhere.

TTGI is managed by a group of technology executives with over 100 years of combined investment experience in IT, telecom, software, and technology. We believe in the transformational power of the internet and cloud computing, and champion the power of technology to solve business problems for businesses of all sizes around the world.

Today, we continue to invest in, develop and operate Turnium SD-WAN to help our Partners build solutions to connect all the things that matter—people, data, devices, and applications—anywhere the internet or data networks can reach.

Talk with us



General: +1-604.398.4314 and select option 0 (zero)

North America Toll Free: +1-888-818-3361 and select option 0 (zero)

Contact Sales: +1.604.398.4314 and press option 1

or **North America Toll-Free:** +1-888-818-3361 and select option 1

or **Email:** sales@ttgi.io



Technical Support

For non-emergency support please submit a ticket by email to: support@turnium.com

For immediate emergency support related to network outages and critical incidents, please telephone 24x7 for fastest response:

Turnium Managed Service Support: +1.604.398.4314 and select option 2

or **North America Toll-Free:** +1-888-818-3361 and select option 2

Finance and Billing: accounts@ttgi.io