

Dealer FAQ

Q: What kind of dealers are you looking for?

A: Dealers that are eager to sell, embrace new technology, and are willing to work closely with us on new opportunities are perfect fits. Current SMR operators looking to bolster their current offerings are a plus but not a necessity.

Q: I signed up as a reseller now what?!?!

A: Place your order for demo radios and sell of course! With your demo order you'll also get a free login for the console/smart phone application. Get to know the product, ask questions, get marketing materials together and SELL!

Q: Am I being restricted on where I can sell?

A: Currently we are not restricting our dealers to "territories".

Q: If there are not any established territories what if two dealers end up courting the same end user?

A: At this stage we are asking dealers to handle this in a cordial and respectful way and back off if it becomes apparent another Diga-Talk+ reseller is already talking to a particular client. There is plenty of opportunity out there and we would hate to have to impose restrictions on where you can and can't sell.

Q: Will you, as Diga-Talk+, run at opportunities that present themselves in my market area?

A: We will take this on a case by case basis. The size of the sale, needs of the client, and success/strength of the local reseller will all come into play. Ultimately, we want our end users to have the best customer service experience possible!

Q: Is there a set Minimum Advertised Price that we need to stick to?

A: We do provide you with MAP for your end user sales. If there is a client with a special or unique pricing need please feel free to contact us.

Q: HELP! We don't have a marketing department, can you help us with basic marketing materials?

A: We will gladly make simple adjustments to our current marketing materials if needed. These adjustments would be limited to updating contact information and company logos to make them feel as if they were yours. Anything further can be done at an additional cost.

Q: How long has Diga-Talk+ been around? How many subscribers are currently online?

A: Diga-Talk+ went online in August of 2017 after almost 6 months of testing. Since then, thousands of subscribers have been activated. You are getting in on the ground floor of what is slated to be the next big thing to happen to Push to Talk Communications in almost a decade.

Q: How does Diga-Talk+ work?

A: Diga-Talk+ uses 4G LTE cellular connectivity to provide a secure line of Push to Talk communications for its end users. A flexible server platform allows us to handle all the basics required for general communications as well as enhanced features like cross-fleet conversations. Redundant servers, strategically placed at the nation's largest data centers, ensure solid uptime for your clients.

Q: What features am I allowed to sell?

A: Anything and everything the system has to offer will be available to you as leverage to make the sale.

Q: What are some of those features?

A: Diga-Talk+ boasts a full house of features that include group calling, private calling, true All Call to fleets with multiple talk groups, GPS tracking, group monitoring, and cross fleet talking.

Q: Is there dispatch software available or a smartphone application?

A: Absolutely! There is both a reasonably priced PC software as well as smartphone apps for both IOS and Android operating systems.

Q: Are you providing the whole solution? I really don't want to have to go hunting for SIM cards and "testing" multiple data services?

A: Yes we are! Every Diga-Talk+ radio is either shipped to you, or drop shipped to your customer, completely configured and ready to go. We want you to focus on selling and making money, not wasting time.

Q: Who are my verticals? Who should I be selling to?

A: Everyone! Our radios are in the hands of both commercial and private users nationwide. Go after pent up need on accounts you couldn't previously sell to due to coverage/feature limitations.

Q: Can I stock equipment or is everything drop shipped?

A: You can stock equipment if you want. We can send you both the SIM cards you will need as well as the radios to put on your shelf. Activating is as simple as letting us know what SIM you put in what radio.

Q: If I stock equipment is there a quantity discount offered on the radio device or accessories?

A: For orders of 100+ devices an extra discount can be offered to stocking dealers. There are no current additional discounts being offered on the accessories.

Q: My company isn't an SMR and we aren't setup for recurring billing...HELP?!?!?

A: This is not an issue for us. In addition to our traditional, you sell the radio and bill for the airtime, model we can also offer a flat commission on the sale. You make the sale, turn the customer over to us, we handle all the billing...and you make a commission!!!

Q: Ok, I have a customer that wants to place an order...how do we do that?

A: You head on over to the <http://digatalkplusportal.com> website and select the “Reseller” link. Fill out the form and attach your configuration template (which is downloadable). Once submitted we will take it from there!

Q: What information do I need to get from my clients to fill out the configuration template?

A: We need everything from what they want to name their radios to what they want to call the groups. Knowing what radios have access to what groups is important as well. We will cover this in a separate document and we are always more than happy to provide configuration support when needed.

Q: Software updates? App updates? Diga-Talk+ news? Where? How? When?

A: All of that will be handled by the <http://digatalkplusportal.com> website that you have access to. Whether it is a console software update or a system outage report it will be on that website.

Q: We see a rental market for Diga-Talk+, can you support that?

A: Absolutely. We can activate and deactivate user slots and SIM cards as needed. A rental activation will incur the full monthly subscriber charge of \$12 to you as well as an activation/deactivation/configuration fee of \$5 per device. Using this method a single device would cost you \$17 to activate, configure, and deactivate for a rental. In our experience of doing rentals this cost is significantly lower than what the end user is willing to pay.