

## **Sales FAQ's and Responses**

### **Q. I'm interested in Nextel. Is it like it used to be?**

A. Yes and no. The old service was the IDEN network. It was only 2G and was dismantled by Sprint. Our current service is 4G LTE and 5G compatible.

### **Q. What does the Nextel service offer?**

A. Nextel offers nationwide service and instant push to talk (PTT) connectivity everywhere in the North American continent. You can be in NY and connect with someone in Oregon with the push of a button. Also, most of our devices have screens on them, so you can create User Lists. With those lists you can set up individual and group contacts and customize them. Also, all of our devices come with full GPS tracking. You can track each device in real time on your smartphone or on a PC with a software we offer called PC Dispatch. All of these services are available as part of the monthly service fee.

### **Q. What are your service fees?**

A. There are 3 main plans. If you are doing just straight PTT with our 2 way radio products, its \$29.95 per month per device. If you would like to also make calls on a smartphone/PTT hybrid, those packages are \$49.95 for unlimited talk, text and data and \$59.95 for unlimited talk, text, data, downloads and uploads.

### **Q. Can we get discounts for multiple devices?**

A. Yes, we offer discounts on devices and plans for 5 devices or more. As you purchase more devices the cost per device goes down.

### **Q. I live in \_\_\_\_\_. Is Nextel available here?**

A. Nextel's service is nationwide.

### **Q. Which network does Nextel run on?**

A. Nextel is a developing MVNO. There are really only 3 cellular providers in North America...AT&T, T-Mobile and Verizon. Any other provider you see, whether its Trackfone, Consumer Cellular, Mint Mobile or any other provider, all use, at least, one of those networks. Nextel is the same, however we use "multi carrier" SIM cards. Our SIM cards are programmed to work with whatever carrier is strongest where you are. With this feature we can guarantee you the best connection available to you.

**Q. Which device should I use?**

A. What kind of business are you in?

(Construction, Towing, Transportation...Outside, working areas)

A. We do a lot with construction companies, towing services, transportation and other businesses like that. For that type of business, we recommend radios which are more durable. We offer a radio called the i682. That radio is made for more outside work. It has a more durable housing and is weather resistant. You can't drop it in the lake, but you can use it in the rain or snow or inclement weather and it'll be fine.

(Retail, Restaurants, Warehouse...Inside, less challenging areas)

B. For these businesses, we recommend our smaller, lighter models. Our most popular model for that is the i405. It has all the features we discussed in a more compact version.

**Q. I want to be able to make calls to. I want a smartphone where I can download business specific Apps or surf the web. What you recommend?**

A. For that need we usually recommend the Nextel ULE Smartphone. It's made for business. It is an Android based smartphone just like the newest Samsung or LG phones, but its built for work. It has an Armor housing, 3<sup>rd</sup> level Gorilla Glass and is completely waterproof. You can't kill it. It also has a PTT button integrated right into the side of the device so you can switch between calls and push to talk easily.

**Q. Do you offer mobile radios for vehicles?**

A. Yes, our most popular model is the m990. It has all the features we've discussed, but it permanently mounts in your vehicle.

**Q. Who installs it?**

A. It really doesn't need any specialized installation. Our clients usually just do it themselves. You just mount it on your dashboard, plug it into the lighter or directly into the vehicle and flip up the antenna. Because it doesn't need to reach a radio tower miles away, it's a very easy set up.

**Q. Is there a store locally? I'd like to see one.**

A. No, we don't have stores. Everything is done on our website or over the phone. However, we offer a 30-day money back guarantee. If the devices don't fit your needs, send them back and we'll give you a full refund. We even cover the shipping.

**Q. How do I see the device?**

A. I can text a link to the item on our website, right to your smartphone. It has the information about the device, videos of the device and downloadable PDF's to help.

<https://eventtone.com/shop/>

<https://eventtone.com/product/eventtone-nextel-i682-two-way-cellular-network-radio/>

<https://eventtone.com/product/nextel-i405-two-way-cellular-network-radio/>

<https://eventtone.com/product/nextel-m990-two-way-cellular-mobile-unit/>