



# MIXVOIP

## Partner relationship Ethical chart

Rules on how to behave in different scenarios for  
both Mixvoip and its partners



### **A sustainable company is an ethical company**

With this charter, we ensure that every business partner involved with Mixvoip conducts business with integrity and follows the same ethical guidelines.

At all times, it is everyone's responsibility to make the right decision based on their sense of judgement, responsibility and the following code of conduct.

### Long-term and win-win relationships

#### Trust

Mixvoip's relationships with its partners are built on respect and trust.

#### Transparency

Mixvoip does not use the data collected by the partner to its benefit and ensures complete transparency with all the stakeholders for the non-compete obligation.

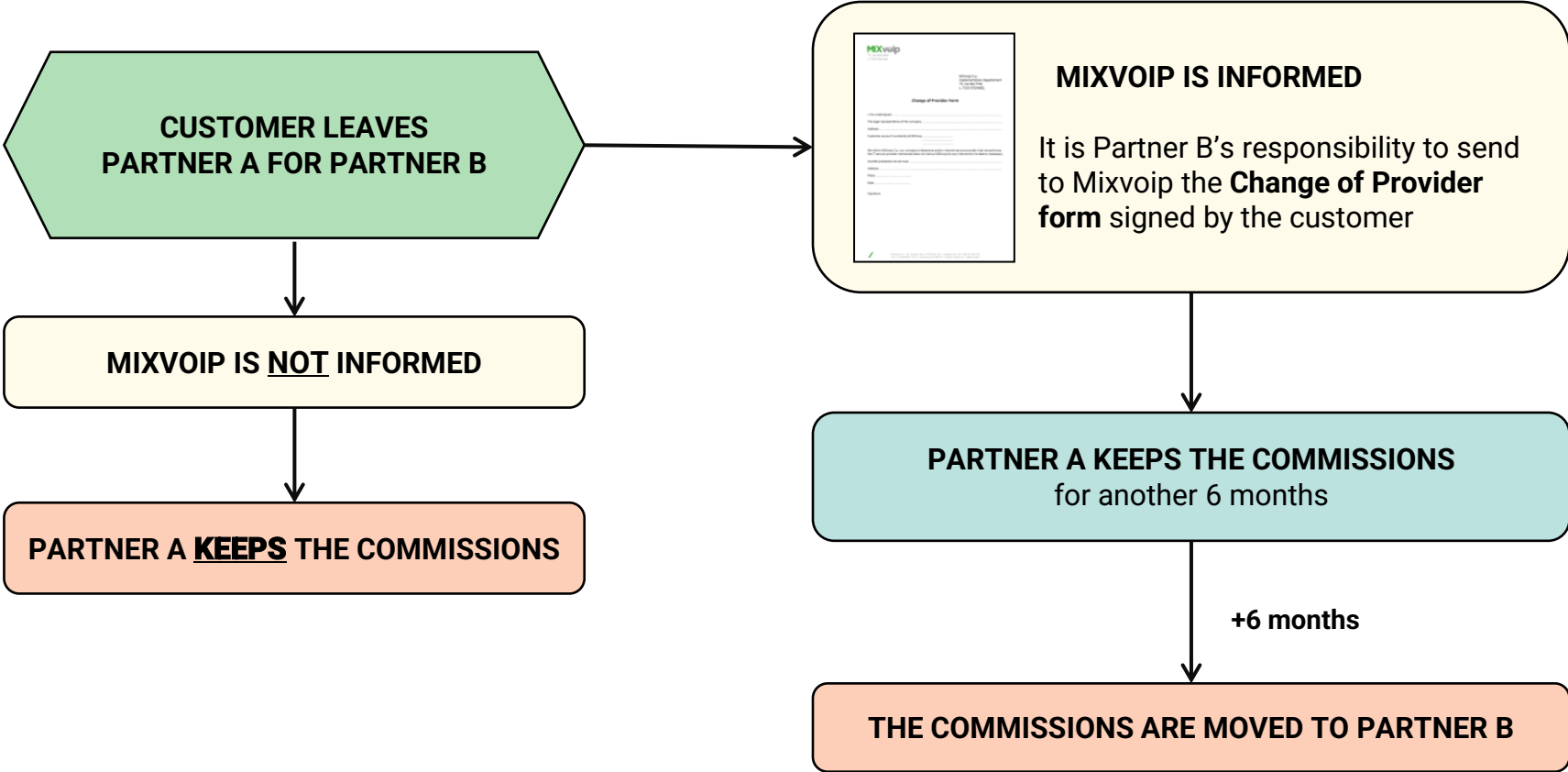
#### Fairness

Mixvoip is impartial towards all its partners and will never favour or discriminate any of them.



# Partner relationship - Ethical chart

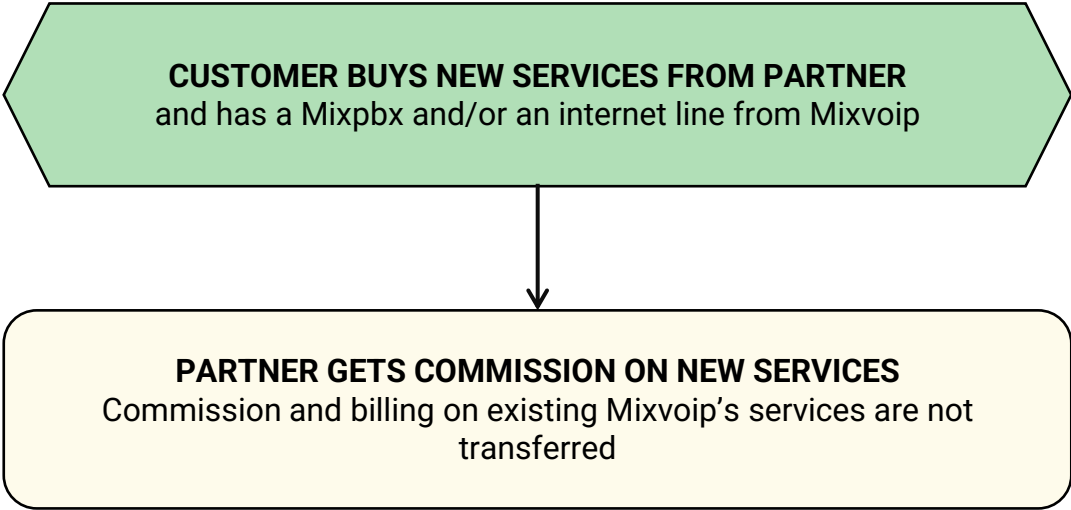
## Customer leaves Partner A for Partner B



# Partner relationship - Ethical chart

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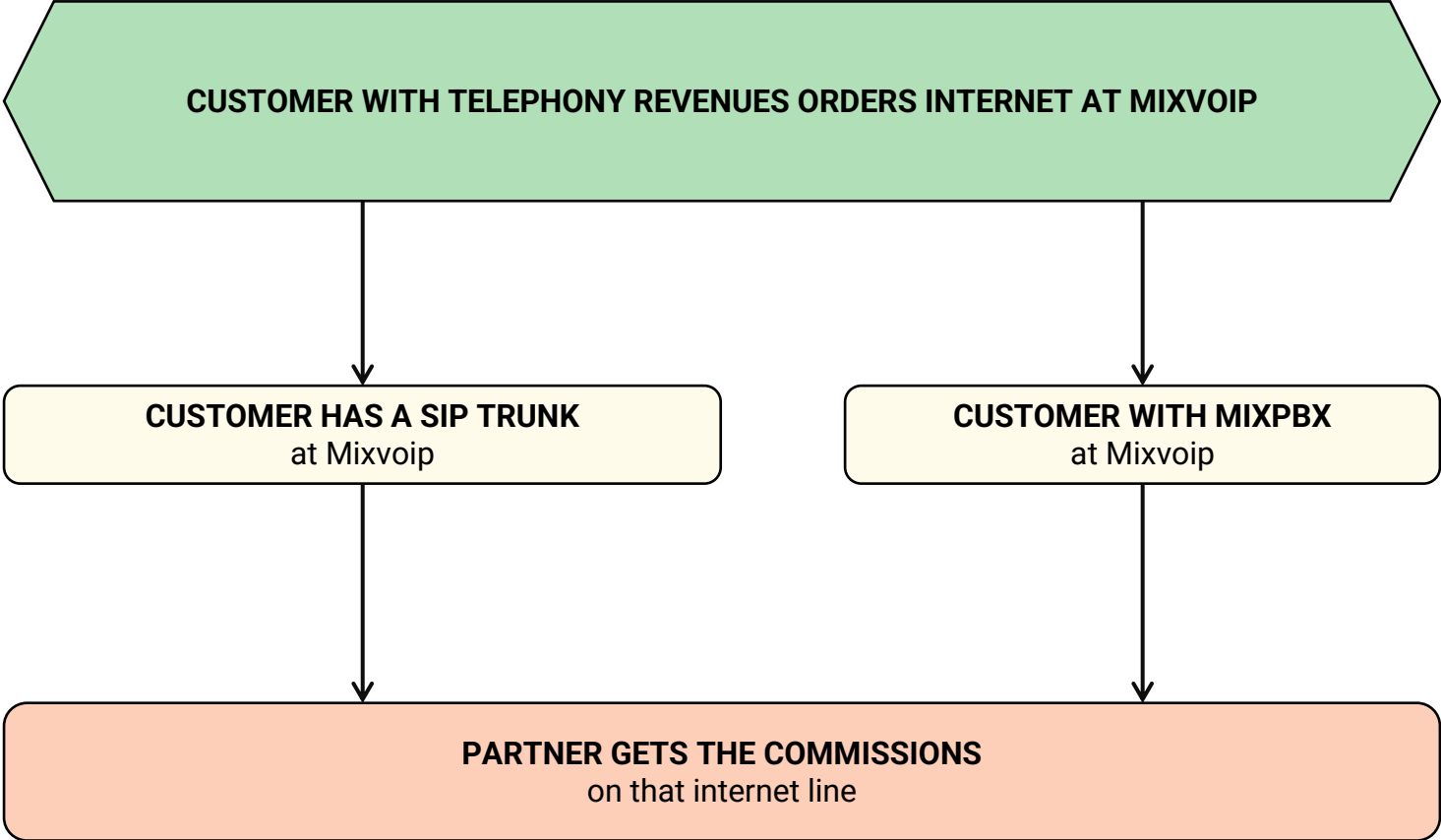
Partner's customer (internet line, mixpbx...) wants to buy new services from Mixvoip



# Partner relationship - Ethical chart

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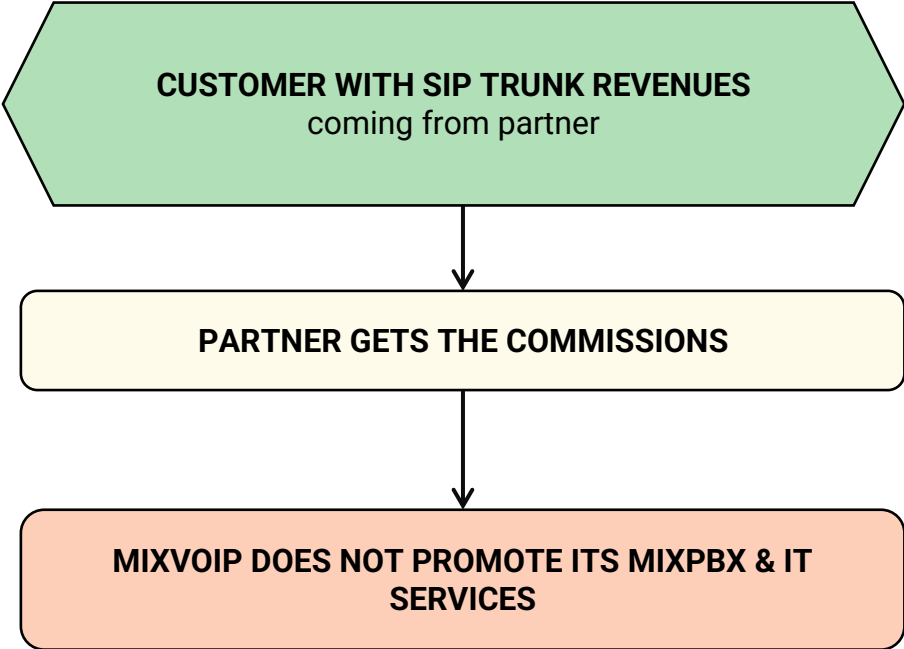
## Customer with telephony revenues orders Internet at Mixvoip



# Partner relationship - Ethical chart

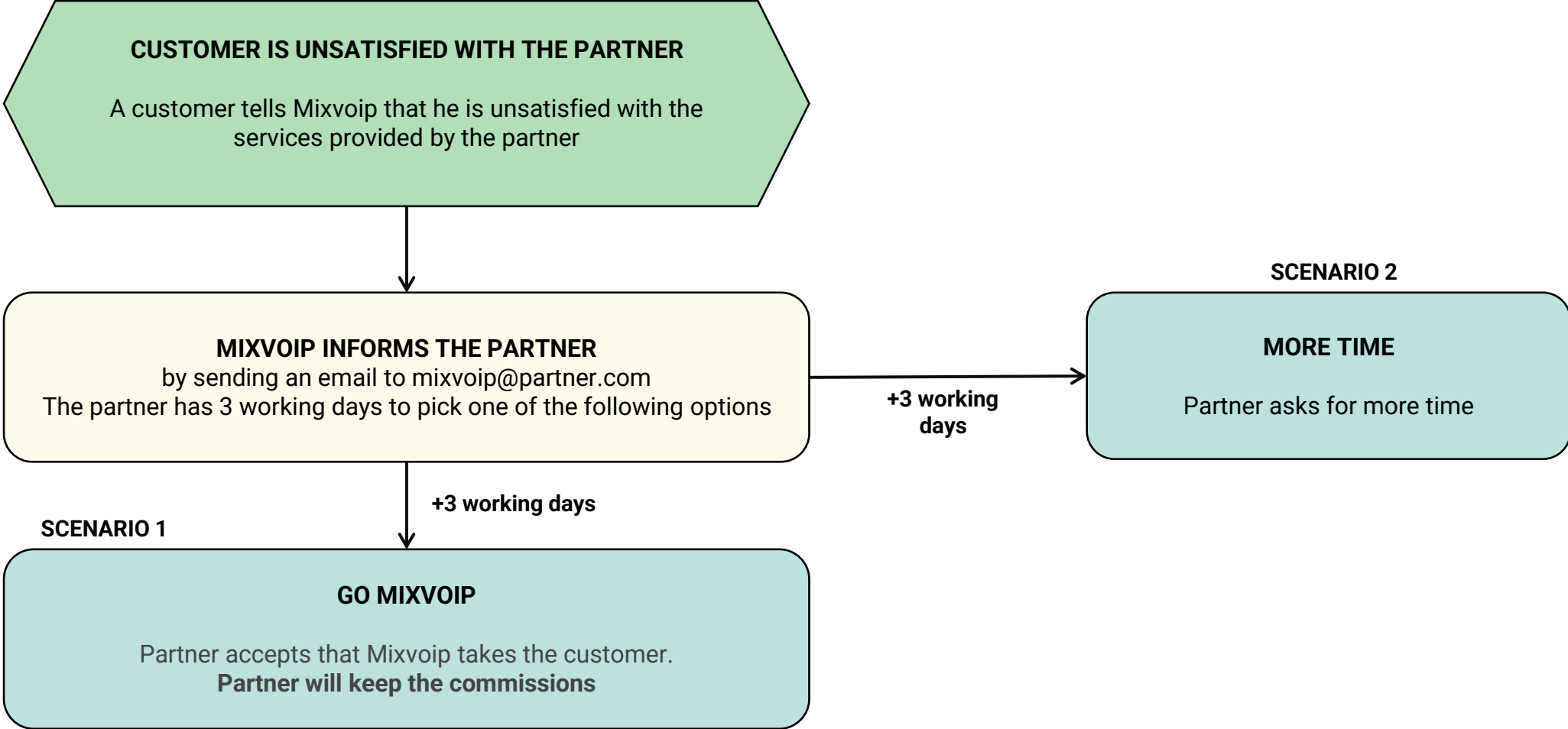
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## Promotion & marketing



# Partner relationship - Ethical chart

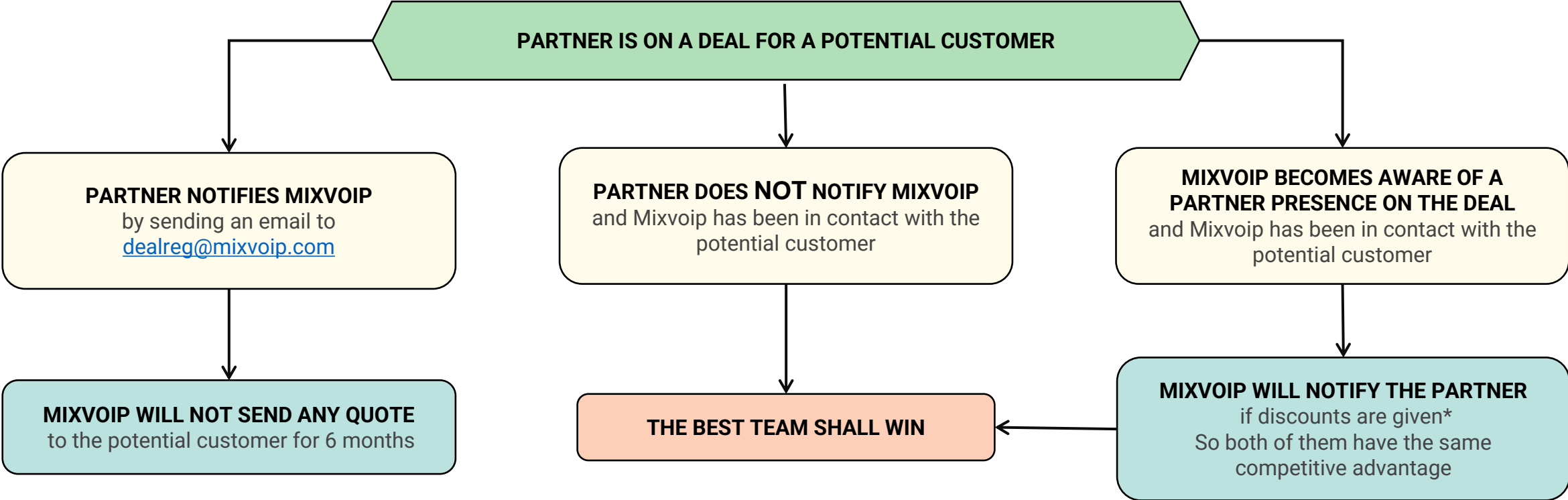
## Customer is unsatisfied with the Partner





# Partner relationship - Ethical chart

## Partner is on a deal for a potential customer



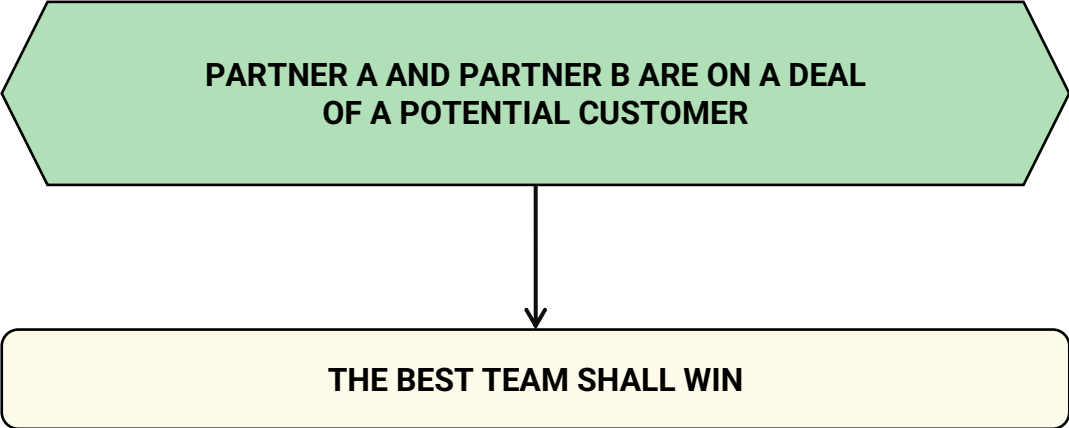
This is **only valid** if Partner informs Mixvoip at the beginning of the project **before any Mixvoip sales is aware of this project.**

\* On Internet, SIP trunk, Phone numbers, communications

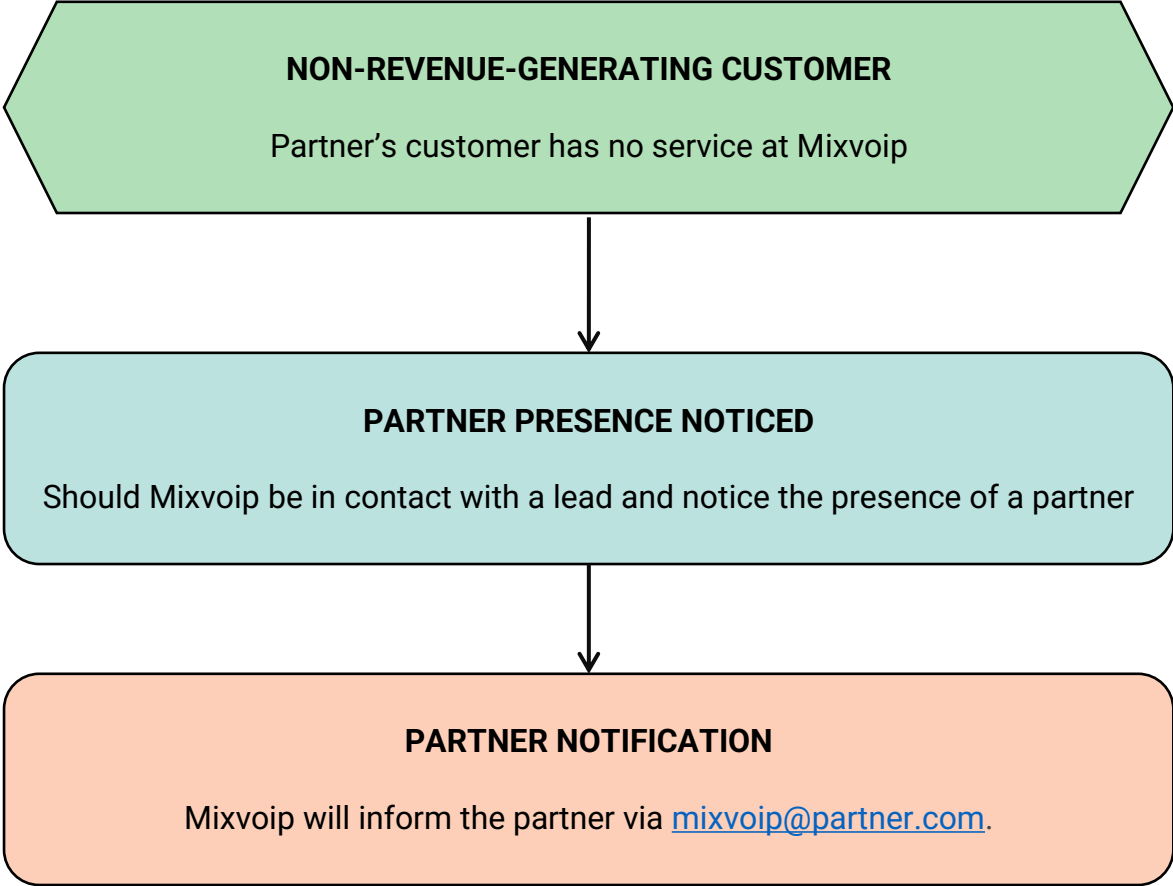
# Partner relationship - Ethical chart

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Partner A and Partner B are on a deal for a potential customer

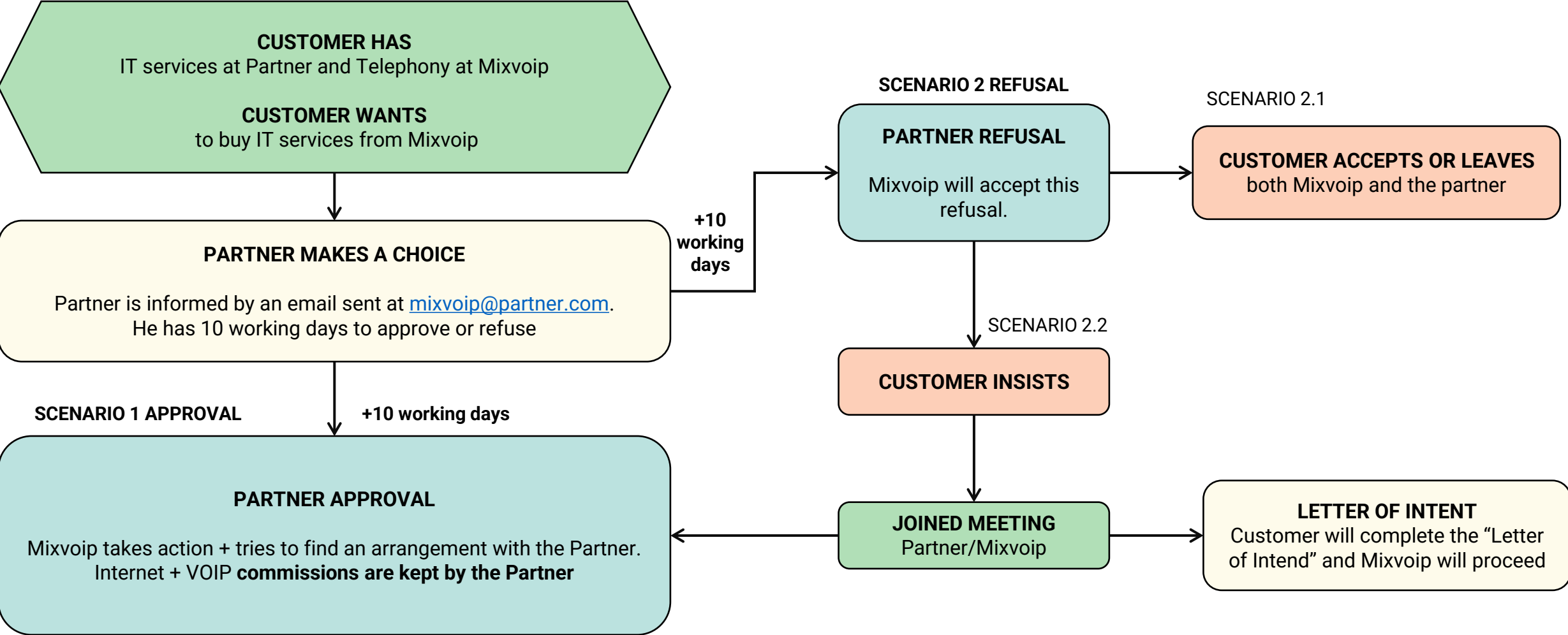


**Non-revenue-generating customer**



# Partner relationship - Ethical chart

Customer has IT at Partner and Telephony at Mixvoip, but wants to buy IT services from Mixvoip.





# Partner relationship contact details

- Nausicaa Rouge - Head of Sales  
[nrouge@mixvoip.com](mailto:nrouge@mixvoip.com)
- Deals notification:  
[dealreg@mixvoip.com](mailto:dealreg@mixvoip.com)
- +352 20 3333 20
- [mixvoip.com/partners](https://mixvoip.com/partners)

*[mixvoip@partner.com](mailto:mixvoip@partner.com) is used by Mixvoip to notify partners of important information.*