



Win more with Black Box.
Black Box Reseller Program

Gain more business using the Black Box Reseller Program.

When you team with Black Box, you put a mature, worldwide organization to work for you. Black Box is the largest independent provider of voice and data network services with deep roots in networking products. Clients in 150 countries depend on Black Box for complete business communications networks from design and products through installation and support.

Program highlights.

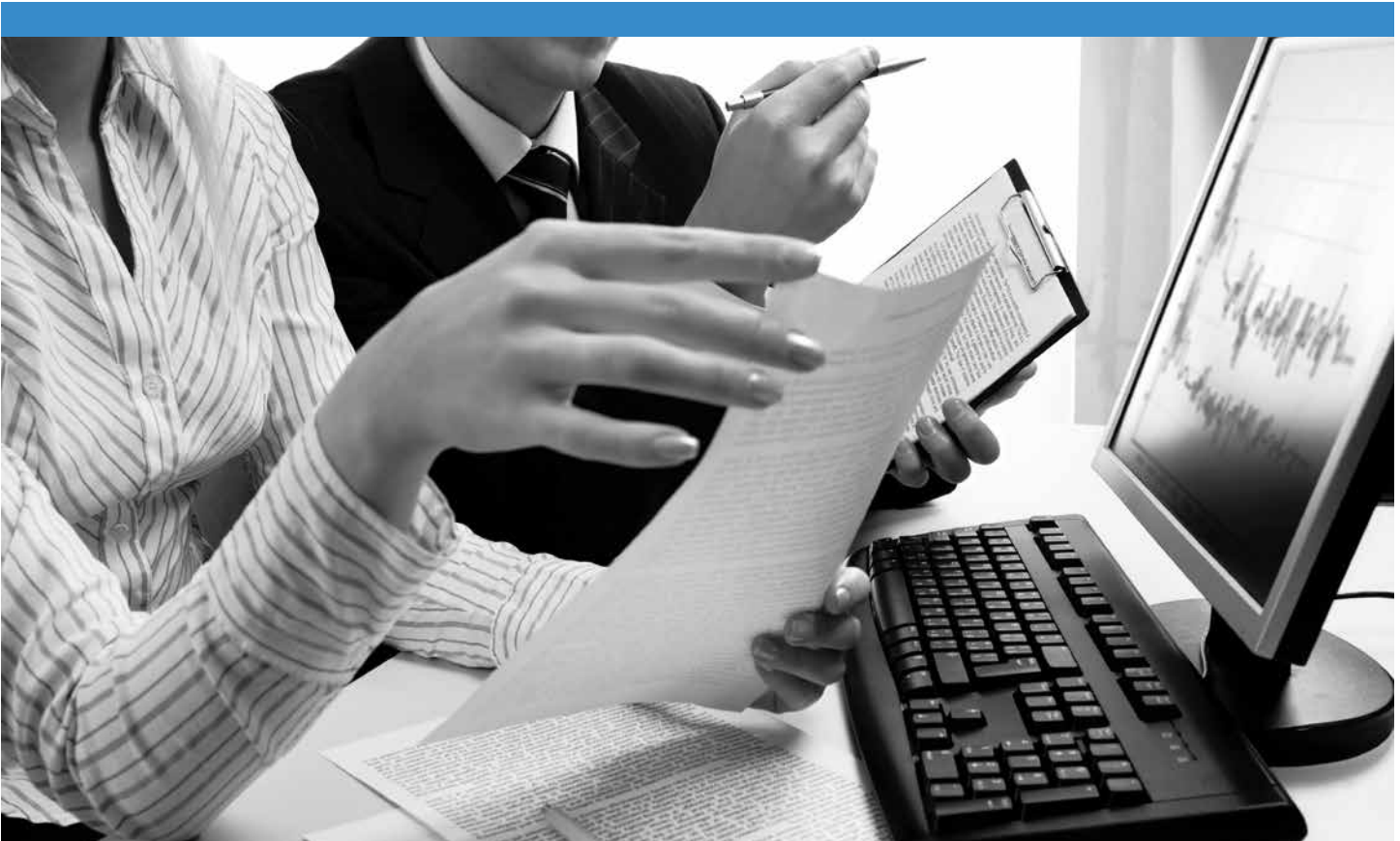
- Aggressive reseller discounts
- Deal Registration Programs
- Spiffs and sales incentives
- SKU database feeds and downloads
- Best Price Guarantee Program
- Low product return rates
- Unmatched product warranties
- Fast delivery—95% of orders ship the same day up to 5 P.M. ET
- Shipping and freight options
- FREE, 24/7, pre-sales Tech Support
- New Partner Orientation Program
- Custom builds
- Legacy products
- Competitive sales programs
- Special product promotions
- Kitting capabilities
- Class B “next-to-new” inventory available
- Federal SBA sales programs
- Event and trade show support
- Web-based Partner Certification Program



Black Box makes it easy to win your customers' business.

Reap the benefits of Black Box's vast product line, multiple sales programs, and unrivaled support services that focus on you—and your customers.

- **Products.**
You'll find what you need among our 20,000 discounted networking products, making us a “one-stop” shop for you and your customers.
- **Pricing.**
We offer three reseller discount levels and many sales programs to fit your exact needs.
- **Support.**
Expect the best with a dedicated and focused Reseller Account Team, specialized marketing programs, and our FREE, 24/7 Tech Support hotline.



Our commitment to you.

Welcome to Black Box. Your business as a reseller is an important part of our business.

I am very proud of our reseller program and hope you'll join our team. We're committed to working with you and have an extensive program designed for your success. It starts with products and profits and extends to our dedicated Reseller Account Team and free Tech Support group. Our partner resources are extensive and designed to help you succeed. In addition, you and your customers will enjoy the security of our no-questions-asked warranties and one of the lowest return rates in the industry.

Our goal is simple: We want you to consider Black Box an important part of your business.

*Josh Whitney, Vice President / General Manager
Technology Product Solutions & International Services*

Company profile—Black Box at a glance.

- Founded in 1976 and headquartered in Lawrence, PA, in the South Hills of Pittsburgh.
- World's largest independent provider of voice and data networking services and products.
- More than 4000 Team Members around the world supporting resellers and their customers in 150 countries.
- Multimillion-dollar inventory.
- ISO 9001:2008 certified quality management system.

Something for every customer.

When you team with Black Box, you reap the benefits of Black Box's extensive line of products. Combine that with 24-hour access to our FREE Tech Support hotline, and you can offer dependable, end-to-end solutions that solve your customers' real-life network problems.

Cabling

- Deploy CAT5e, CAT6, CAT6A, and fiber channel cable solutions
- Install structured cabling systems from the wiring closet to the desktop
- Design entire networks with cabling, including:
 - ETL Verified copper bulk and patch.
 - Fiber, including MTP® MPO cabling, cassettes, and enclosures.
 - USB 1.0, 2.0, and 3.0.
 - Audio and video.
 - The largest selection of HDBaseT Recommended cables in the industry.
 - Coax/twinax/transceiver.
 - Serial and parallel.
 - Custom-made assemblies, including nurse-call cables, and more.
 - Lockable cables.
 - Right-angle cables.
- Complete network connections with:
 - Distribution panels.
 - ETL Verified patch panels.
 - Jacks and wallplates.
 - Copper and fiber connectors, adapters, couplers, and terminators.
 - Fiber enclosures and accessories.

Cabinets & Racks

- House servers and network-related equipment securely
- Create a safe and clean data center
- Protect against environmental issues like dirt, weather, noise, heat, and power with:
 - Freestanding cabinets.
 - Wallmount cabinets.
 - Climate-controlled cabinets.
 - Micro data center cabinets.
 - Racks, drawers, and enclosures.
 - Secure enclosures.
 - Cable management accessories.
 - Furniture.

High-Performance KVM

- Share keyboards, monitors, and mice.
- Backrack servers for quieter, cooler workspaces.
- Deploy high-resolution video matrix switching solutions.
- Get multi-user access to sources.
- Extend and switch HD video, USB, audio, and serial signals.
- Provide data room security and remote access monitoring.
- Migrate to digital KVM.
- Products include specialty KVM products, cables, and accessories.

Digital Signage

- Design digital signage systems to inform, persuade, and engage audiences
- Solutions include award-winning iCOMPEL™ systems
- Integrate LCD touchscreen displays
- Choose CATx- and fiber-based distribution
- Wireless collaboration and presentation solutions
- AV cables and adapters
- AV furniture

Video & Multimedia

- Set up video and audio distribution systems to deploy digital signage, enhance presentations, and extend video beyond the boardroom.
- Broadcast to multiple displays with video splitters.
- Set up engaging video walls.
- Use matrix switches for multiple input and output configurations.
- Design conference and control room systems.

Wireless Networking

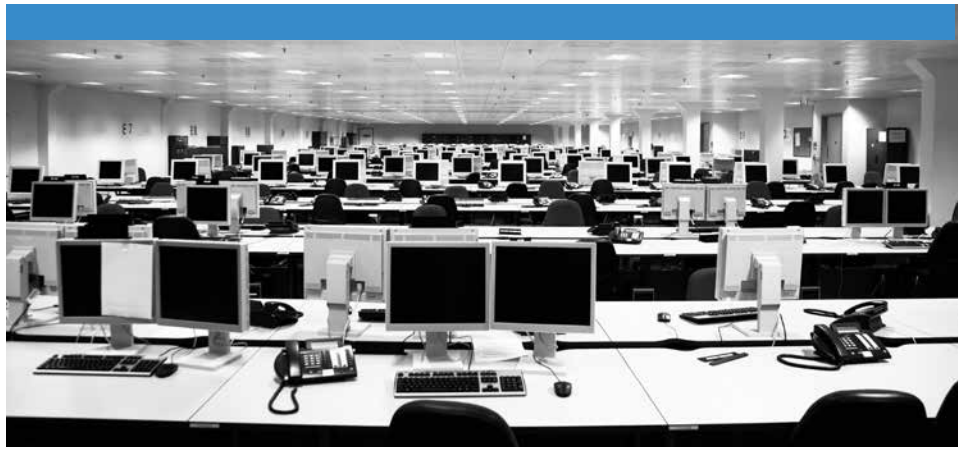
- Find the right technologies to connect networks across campus to across town.
- Extend Ethernet networks, particularly in difficult environments or over long distances.
- Choose PoE solutions to eliminate power line worries.

Power & Surge Protection

- Monitor power requirements with power distribution units.
- Back up critical equipment with UPSs.
- Protect data lines.
- Outfit racks and enclosures with power strips.
- Protect equipment with surge suppressors and opto-isolators.

Testers & Tools

- Diagnose and troubleshoot copper and fiber networks.
- Verify and certify fiber and copper runs.
- Troubleshoot network equipment.
- Terminate copper and fiber optic cable.
- General-use tools and tool sets.
- Remotely monitor and control environmental conditions.



Networking

- Design, build, and expand networks of all sizes from small offices to global enterprises.
- Communicate in harsh environments.
- Remotely control critical equipment with serial ports with console servers.
- Drive data over fiber and copper.
- Choose from one of the largest selections of switches for industrial, commercial, and PoE applications.
- Extend networks with media converters.
- Solutions for industrial networking.
- Upgrade to 10-GbE.

Peripheral Switching & Sharing

- Share peripherals.
- Switch equipment electronically.
- Custom configurations.
- Statistical multiplexors.
- Time-division multiplexors.
- Copper/fiber solutions.
- Data sharers/broadcast solutions.
- Manual/electronic/Ethernet switches.
- Fallback switches/KVM switches.
- Power management switches.
- Console port managers.
- USB switches/ganged switches.

USB

- Extend USB peripherals, including printers, scanners, white boards, and touch screens, up to 10 km.
- Share USB ports.
- Make USB switch and hub connections.
- Connect with USB cables.

Interface & Protocol Converters

- Connect incompatible hardware.
- Configure custom solutions.
- Digital I/O and serial cards.
- DIN rail solutions.
- Interface converters.
- Legacy converters.



**Most products are in stock
and ready to ship.**

We ship 95% of all in-stock items the same day!
Call before 5 P.M. ET weekdays.

Raise profits—the dollars and sense of selling Black Box.

Special reseller discount pricing.

Pricing is simple. The more Black Box products you sell, the greater the discounts. We offer three different levels of pricing to our reseller partners based on a 12-month rolling total of the net aggregate of your purchases. More than 20,000 products are in our discount schedule with more being added all the time. If you need pricing on something you don't see in the list, ask!

Black Box Reseller Pricing Program

Program Level	Aggregate Annual Net Purchases (Minimum)
Gold	\$500,000
Silver	\$100,000
Bronze	\$5,000

Deal Registration Program.

Get the very best reseller pricing we extend to any reseller with our Deal Registration Program. Since we offer such a large scope of products, we can usually cover the entire bid request. This makes it easy for you to put together a winning bid with line items sourced from one supplier.

Projects must be registered with Black Box before an RFP/RFQ release. Qualifying projects must be registered for an end-user, and rollouts are eligible. There is also a 72-hour approval process on submissions.

Deal Registration Forms are located online at blackbox.com/Resellers. Or, request them through your Black Box Account Manager.

Best price guarantee.

Buy with confidence that you're getting the best prices at Black Box. If you find a lower price on a competing manufacturer's equivalent product, provide your Black Box Account Manager with a copy of the quote, and we'll meet or beat it with our own Black Box branded solution. (Certain custom products are excluded.)

Exclusive promotions for our reseller partners.

From time to time, Black Box offers our reseller partners special discounts and promotions on certain products and product families. These are communicated to you via email and normally last from a couple of days to a couple of weeks. These are exclusive offers to you only, and can be used to help your customers and to help you to build up your profit margins.

Federal SBA sales programs.

We recognize that small business set-aside requests are important, and we offer programs to support this group. Along with maintaining a database of partners who fill this description and hold the various designations that the federal government and government contractors require, Black Box actively assists SBA partners in replying to SBA-designated federal bids.

Convenient shopping.

It's easy to do business with Black Box.

We understand your business. You work hard every day taking care of your customers. That's why we provide the right tools to make your job easier. We provide fast quotes, personal attention, aggressive deal registration pricing, same-day shipping, superior technical information, and much more.

Your Black Box Reseller Account Team will quickly become a trusted source for your business. You get:

- A devoted Black Box Account Manager who will thoroughly learn your business.
- FREE expert materials and logistics staffing for large project rollouts.
- 24/7 Customer Service Reps ready to assist you.
- 24/7 FREE pre-sales Tech Support specializing in all our product solutions.
- Award-winning Black Box catalogs. The IT reference for products and technical information. Much more than just product catalogs, these books come with glossaries, definitions, and product diagrams, and are also available as e-catalogs!
- **blackbox.com**. Find our complete line of products, plus a wealth of tutorials, videos, product configurators, and more under our website's Resources menu.
- Our large scope of products, which usually allows us to cover an entire bid request.



There are many ways to do business with Black Box. We always recommend you first contact your Black Box Account Manager during normal business hours, but there are other ways to request quotes and place orders. We pride ourselves on quick transactions and response times. Choose the ordering method that is most appealing to you:

- Contact your Black Box Account Manager during normal business hours.
- Call a Customer Service Rep: 724-746-5500, 24 hours a day, 7 days a week.
- Set up an account at blackbox.com and shop using our Black Box online catalog.
- Use an established EDI feed.
- Download data feeds directly through ChannelOnline™, VARStreet®, or Black Box channel feeds.
- Fax orders: 800-321-0746, 24 hours a day, 7 days a week.
- Email orders: orders@blackbox.com.
- Mail orders: 1000 Park Drive, Lawrence, PA 15055-1018.



When it comes to
warranty protection,
Black Box has
you covered.

Product warranties.

The Double Diamond™ Warranty is our no-questions-asked warranty that protects your customers' Black Box brand products from accidental damage, including drops, water, and power surges. Certain products may not be eligible. Most products come with a one- or two-year warranty. Some products, such as copper cables, manual switches, and cabinets and racks, are guaranteed for life. During the warranty period, Black Box will repair or replace damaged equipment within one week of receipt at no charge.

Additional purchase protection.

You can also extend the original warranty for an additional year or three years for your customers. You can even protect a previously purchased Black Box brand product. Certain products may not be eligible. We extend special discount pricing to our reseller partners for this additional warranty program so that you'll want to offer it to your customers. It's a good business value for both you and your customer. For details and reseller partner pricing, talk to your Black Box Account Manager or a Customer Service Rep.

Flexible returns.

Although we hope you never have to return a product that you have sold to a customer, returns are easy at Black Box. We offer a no-risk, 45-day return policy from the invoice date. There is also no restocking fee for Black Box products returned in new condition and in the original packaging. Later returns and incomplete returns may incur a restocking fee. All returns require a Return Authorization (RA) Number. Talk to your Black Box Account Manager or a Customer Service Rep to obtain an RA number. Sorry, some products may not be returnable for credit, and no credit can be issued after 120 days. Custom products and software are returnable for repair or warranty replacement only.

Repair requests.

To return a product for repair, talk to your Black Box Account Manager or a Customer Service Rep. They will provide you with instructions and an RA number for tracking purposes.

Packaging and shipping.

The shipping choice is yours. Black Box offers many shipping options: next-day, second-day, or ground-freight delivery. Need your products today? We can even arrange same-day delivery. You can also elect to provide your own freight carrier or make arrangements to pay for shipping using your own shipping carrier account. Let your Black Box Account Manager know at the time you place your order which shipping method works best for you and your customer.

- **Packaging.**

Black Box will package your customer's order carefully, using the latest packaging technology and materials. We package in marked, cardboard boxes, depending on product and order size. We can package in unmarked boxes, if you prefer. We also use special packaging for freight and pallet deliveries. Our large cabinets and racks are shipped by motor freight. Our Black Box exclusive ShipSafe™ packaging for cabinets features double-wall cardboard construction to protect your cabinet and superior void-fill methods to minimize damage from vibration. Larger cabinets are securely strapped to standard pallets for easier handling.

- **Shipping.**

Black Box adds a shipping fee based upon order value and weight. Ask your Black Box Account Manager for a shipping and handling estimate when you request a quote.

- **Fast delivery.**

We ship 95% of all in-stock items the same day! Call before 5:00 P.M. ET weekdays.

- **Order tracking.**

We make it easy to track orders. Be sure to call your Black Box Account Manager or a Customer Service Rep for an update. Or, if you prefer an online method, simply go to blackbox.com, log into your account, and click on Order History. Click on the tracking number for delivery information (U.S. website and customers only).

Back-ordered items usually ship within an average of three days. For details on a specific back-ordered item, talk to your Black Box Account Manager or a Customer Service Rep.

We deliver:
when and where you need it.





Your online account.

Log-in to your account to access important information, 24 hours a day.

- Check your price lists
- View warranty information
- Review order and shipping status
- Get online quotes
- Place express orders
- Register deals

Custom products.

When off-the-shelf won't do, call us for made-to-order products. Black Box is well known for its custom capabilities and can handle almost any request. We have an on-site team dedicated to custom design services. Need something unique? We'll either find a solution or make it for you!

Credit terms.

We offer many ways to pay for orders, via prepayment (i.e., a check), cash on delivery (COD), credit card, and payment on credit (upon approval). A purchase order is not required to place an order unless the order value is more than \$2,500.

- **Credit card sales.**

If you plan to pay by credit card, there's no need to establish terms with us.

- **Generous credit terms.**

Our standard terms for credit payment are net 30 days. If you are interested in paying on credit, you can request our standard credit application from your Black Box Account Manager. We review the information and conduct a credit review before approving credit terms. This simple process is usually completed in a matter of days.

Compliances.

- ISO 9001:2008 quality management system: Ensuring quality.
- RoHS: RoHS is a directive that restricts the use of certain hazardous substances in electrical and electronic equipment. View an extensive list of Black Box RoHS-compliant products and our RoHS Compliance Letter at blackbox.com.
- TEMPEST-approved and EAL4+ Certified devices: TEMPEST is a U.S. government certification relating to electronic security and anti-eavesdropping technology. EAL4+ defines a common set of tests to evaluate the security of an IT product relating to its supply chain. Several Black Box KVM switches are TEMPEST-approved, and several have been certified for Common Criteria Evaluation Assurance to Level 4+ (EAL4+).
- TAA compliant products meet the requirements of the U.S. Government's Trade Agreements Act (TAA), which was enacted to foster fair and open international trade. It requires that products be assembled within the U.S. or in an approved country.

Black Box helps you communicate our advantages to your customers.

Market development and reseller training resources.

To help you get the most from your reseller partnership with Black Box, we offer programs and services to enhance your sales efforts. We can provide you with a wealth of resources to help you educate, inform, and close sales. See our extensive offering at blackbox.com/Resources.

Black Box publications.

Make better sales calls with catalogs, data sheets, technology overviews, and leave-behinds.

- **Product line card.**

Download the latest version at blackbox.com/Resellers.

- **Catalogs.**

Develop more customer interest with print or e-catalog versions.

- **Data sheets.**

Need product specs? At blackbox.com, we have technical information, diagrams, and specs for thousands of our products you can download, save, or pass on to customers.

- **Technical information.**

We also help you to educate your customers with our Black Box Explains tutorials, video library, brochures, white papers, case studies, as well as vertical industry solutions at blackbox.com.

- **Literature.**

To order quantities of printed literature, brochures, and flyers, go to blackbox.com/go/Collateral.



Black Box referrals.

When your customer's project requires the addition of installation or rollout services, rely on our referral to the nearest Black Box location. Our 90 offices around the U.S. will coordinate and assist you, so you can provide a total product and services package.

Black Box marketing sponsorships.

- If you publish a catalog or maintain a website, ask your Black Box Account Manager about ad sponsorship.
- Looking for a conference sponsorship or speakers for a national sales meeting or vendor fair? We can help with presentations and speakers for your events.
- Would you like us to exhibit at your event or co-sponsor a conference? Please ask! Black Box frequently exhibits at technology fairs and offers many booth themes to choose from, based on audience interest.



Black Box products and sales program training.

- In-person training events introduce you and your sales staff to Black Box, including our products, sales programs, and services.
- Convenient 15-minute webinars and slide shows highlight new, popular products and upcoming technologies.
- Customized presentations can be arranged by your Black Box Account Manager.
- New partner sales enablement webinars and orientation tools, delivered live or on demand.
- Web-based Partner Certification Program.

Recognition and rewards.

- Spiffs: Earn bonuses for sales on select product solutions throughout the year. Talk to your Account Manager to create a program to meet your business goals.
- Company rebates are available to eligible resellers who demonstrate outstanding partnership activity.

Black Box reporting.

Run your business more efficiently with better data tracking and reporting.

- **EDI feeds.**

Black Box will set up automated electronic data exchanges to share daily product, SKU, pricing, and order information between our systems.

- **Sales tracking.**

Black Box will set up customized sales tracking and reporting for you, upon request, so we can measure our sales success together. Useful data can also help us determine what Black Box products or product families are most successful with your customers, so we can emphasize these areas in our marketing efforts and training.

- **Database downloads.**

Black Box can set up your account to access SKU-level information, product images, logos, and live inventory to populate your e-commerce product catalog with Black Box product offerings for your customers. Choose from three options—our full database when you subscribe separately to CNET ChannelOnline™ services, VARStreet® subscription services, or our FREE complete database available directly to you each day.





How to become a Black Box reseller.

We offer our reseller partners volume-based discounts, pre-sales engineering, product sales training, and a dedicated Black Box Account Manager to help with quotes, ordering, and any special customer needs you have.

Contact a Black Box Sales Team Member to get started.

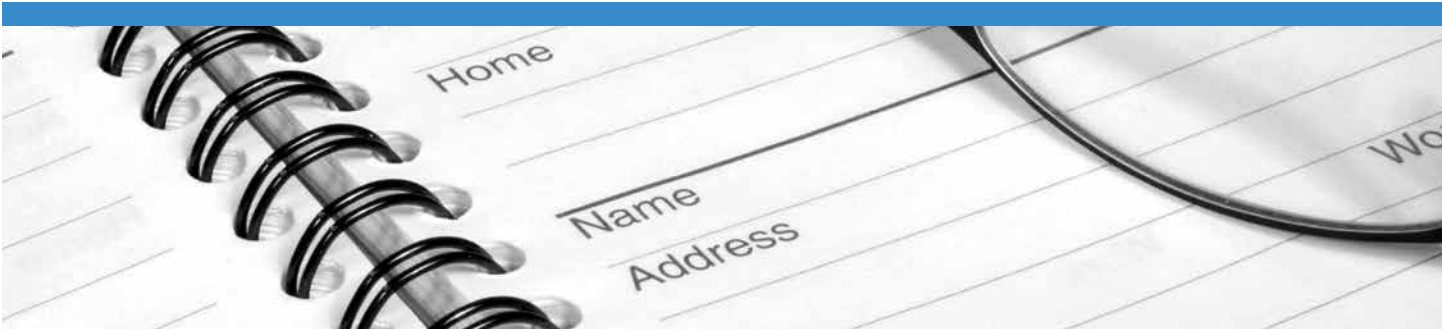
Phone

877-877-2269

724-746-5500

Email

resellers@blackbox.com



Black Box contact information.

Note: Customer service and technical support reps available 24 hours a day, 7 days a week. Account manager available during normal business hours.

Black Box Account Manager

Phone	Email
877-877-2269	resellers@blackbox.com
724-746-5500	

Black Box Customer Service Reps

Phone	Email	Fax
877-877-2269	orders@blackbox.com	800-321-0746
724-746-5500		

Black Box Free Tech Support

All calls answered within 60 seconds, emails within 60 minutes, and faxes within 15 minutes or less.

Phone	Email	Fax
877-877-2269	tech.support2@blackbox.com	800-321-0746
724-746-5500		

Chat
Chat live online for instant help at blackbox.com

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