

Managers Commission					
NPS and Customer Outcome Scores are the Gateway into the Structure					
CUSTOMER OUTCOME, Returns + M4 (Part A)			NPS (Part B)		
79.99% and Under = NO COMMISSION 80% to 89.99% = 20% Reduction 90%+ = No Reduction			0%-82.5% = NO COMMISSION 82.6% to 87.5% = 20% Reduction 87.6% + No Reduction		
If Gateways are passed then you will make up your commission by the criteria's set out below					
Profit	NEW HBB	HBB Regrade	New HS	Upgrade Handset	If SC is blue across these KPI's an extra £150 is rewarded on top
	Dominations of % listed below that make up the 0.5%, 2% or 3.5%				
90% Unlocks 0.5%*	0.2%	0.1%	0.1%	0.1%	
100% Unlocks 2%	0.8%	0.2%	0.8%	0.2%	
115% Unlocks 3.5%	1.5%	0.3%	1.4%	0.3%	
Secondary Kpi's are separate to Primaries, for each you acheieve you will be paid the amounts below					
PAYM	PayM SME	Insurance	Gaming	SR	EE TV
£100	£40	£25.00	£25.00	£60.00	£50.00
Operation Scorecard - RED = 25% Deduction, AMBER, 15% Deduction					
*90 % Tier Only Available if your Primaries are Minimum Green, Total Scorecard score is BLUE					

No Commision In Primary

No Commision In Secondary

2 Reds in Secondary No Commision at all

1 = 15% reduction, 2 = No Commision in Secondary, Over 3 = No Commision at all.

PayM

AMBER = 25% Loss to Overall

PayM

Red= 50% Loss to Overall

Correct from 1st Feb 2026

	No Commision In Primary
	No Commision In Secondary
	2 Reds in Seccndary No Commision at all
	1 = 15% reduction, 2 = No Commision in Secondary, Over 3 = No Commision at all.
PayM	AMBER = 25% Loss to Overall
PayM	Red= 50% Loss to Overall

0.5%
2.0%
3.5%