

CASE STUDY

Strengthening Contracts to Protect Revenue

How a high-stakes commission dispute exposed weak terms — and how expert legal strategy secured long-term stability for leadership, partners, and sub-agents.



Industry

IT/Telecom Agency - TSD

Services

- Contract review & negotiation
- Commission protection
- Evergreen/termination language
- Ongoing legal counsel

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Bronston Legal is the trusted counsel of choice for MSPs, service providers, channel partners, and their customers nationwide.

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Challenge

A growing IT/telecom agency relied on recurring commissions from a wide range of supplier agreements — many signed over several years with inconsistent evergreen, termination, and commission terms. For years, the system worked ... until a major supplier stopped paying.

The impact was immediate:

- Revenue was suddenly at risk
- Sub-agent trust and retention became uncertain
- Ambiguous contract language left the agency exposed

The dispute revealed a deeper truth: in the channel, strong contract terms aren't paperwork — they're core business infrastructure. A single weak clause can threaten revenue the entire organization depends on. This wasn't just about fixing one dispute. It was about strengthening the agency's business foundation.

Solution

To address the immediate threat, Bronston Legal began by conducting a detailed review of the supplier agreement at the center of the dispute. The team identified key vulnerabilities, clarified leverage points, and led negotiations that successfully protected the commissions at risk. Once the immediate revenue was secured, the focus shifted to long-term stability. Bronston Legal systematically strengthened the agency's entire portfolio of supplier agreements — standardizing core terms, tightening evergreen, termination, and commission language, and implementing a consistent legal review framework to ensure future contracts were clear, enforceable, and built to protect recurring revenue.

Result

The outcome delivered both immediate and long-term value. The agency's commission revenue was fully protected during a critical dispute, preventing financial disruption and stabilizing monthly cash flow. With stronger, clearer agreements in place, the company's contracts now provide durable protection for future income. Most importantly, the resolution restored confidence across the organization — leadership gained assurance that revenue was safeguarded, and both partners and sub-agents regained trust in the company's ability to defend and preserve the commissions they depend on.