

## BUSINESS RULES:

- Statuses of received orders will vary by product. Based on the status of those orders, the time in which they count for qualifications will also vary. The Timelines for Qualification below will guide you in understanding when an order will appear on your PCL, along with when the order will count towards qualifications.
- Any items received after the deadline, or on holidays and weekends, will be processed the following business day.
- Online IBO Agreements must be received by 2:59 am, Eastern Time on the first day of the following month (11:59 pm, Pacific Time, on the last day of the month).

PRODUCT	TIMELINES FOR QUALIFICATIONS
<b>Flash High-Speed Internet</b>	Customers who complete orders by 4 pm ET, Monday through Friday will count for IBO qualifications on the same business day. Orders completed Saturday or Sunday will count for qualifications the next day.
<b>Flash Home Phone</b>	8 pm ET Please note that until the order is complete, the customer will not count toward qualifications.
<b>TELUS Wireless</b>	Please Note: During the initial launch, customers will not appear on your Personal Customer list until the end of March. Any order placed in March will count towards qualifications based on the order date. Position Qualifications cannot be backdated so other services will be needed to qualify for promotions to positions during the month of March. The order date used for qualifications during March will be based on the date that the customer submits a completed order, not the verification form.  Customers are received once a week on Tuesday for the previous Tuesday-Monday. Customers who submit their orders Tuesday through midnight on Monday will appear on your personal customer list within 48hrs.
<b>XOOM Energy</b>	Customers who submit orders by 4pm ET will appear on your personal customer list the same day. Orders will count for IBO Qualifications the same day unless one of the following scenarios apply.  <i>Customers will show as "incomplete" and will not count for qualifications If a deposit is required or additional documentation has been requested.</i>  <i>Ontario Customers will remain in an "incomplete" status and will not count for qualifications until the 10 day cancellation period has passed and TPV is completed.</i>
<b>Vivint Smart Home</b>	Customers who submit orders by 3 pm ET, Monday through Friday, will count for IBO qualifications the same business day.
<b>Sphere</b>	Customers who submit orders by 4pm ET will appear on your personal customer list and count for IBO Qualifications the same day.  <i>Customers will show as "incomplete" and will not count for qualifications until they reach an Approved status.</i>

**IMPORTANT NOTE:** Don't wait until the last minute to acquire customers. The best way to ensure qualifications are met is to secure your customer orders within the appropriate timeframes listed in the table above for each product.