

STRIVE FOR 5 FOR IBOs

When you acquire 5 customers of the same service, you can receive your same service free and feed a child in need!

ACN | Home Phone

ACN | High Speed Internet

ACN | High-Speed Internet + Home Phone

Acquire 5 ACN Home Phone Customers, **5** Stand Alone High-Speed Internet Customers or **5** ACN Home Phone Bundled with High-Speed Internet Customers or a combination of each and **your same service can be FREE!**



Simply acquire 5 eligible customers of the same qualifying service, in addition to yourself, and your service can be free *and you feed a child in need.*
It doesn't get any simpler or more powerful than that.

**excludes taxes and surcharges*



EFFECTIVE SEPTEMBER 1, 2014

REVISED DECEMBER 15, 2016

IMPORTANT NOTICE:

AS OF DECEMBER 13, 2016, ACN WILL NO LONGER OFFER LOCAL AND LONG DISTANCE SERVICE TO NEW CUSTOMERS. ACCORDINGLY, WITH RESPECT TO LOCAL AND LONG DISTANCE SERVICE, THE STRIVE FOR 5 CREDIT WILL BE AVAILABLE ONLY BASED ON ELIGIBLE QUALIFIED CUSTOMER ACCOUNTS ACTIVATED PRIOR TO DECEMBER 13, 2016. ELIGIBLE IBOs RECEIVING STRIVE FOR 5 CREDIT ON QUALIFIED CUSTOMER ACCOUNTS FOR LOCAL AND LONG DISTANCE SERVICE (BUNDLED AND STANDALONE) THAT ARE ACTIVATED PRIOR TO DECEMBER 13, 2016, WILL CONTINUE RECEIVING CREDIT SUBJECT TO THESE TERMS AND CONDITIONS.

IBO ELIGIBILITY

- Must be an active IBO.
- IBOs must also be in good standing with ACN and must have an account of the same service, with no past due billing at their residence in order to receive a credit.
- The IBO can qualify if they acquire 5 residential Qualified Customer accounts or lines, as applicable (see below), that are the same type of service as the IBO:

Canada

- Home Phone or Home Phone Bundled with High-Speed Internet (any carrier).
- Standalone High-Speed Internet (*limited to carriers through which ACN provides such service, referred to in these terms as "Select Carriers"*)
- Local and Long Distance or Local and Long Distance Bundled with High-Speed Internet any carrier Stand Alone Long Distance and Long Distance Bundled with High-Speed Internet (*any carrier are not eligible*)
- An IBO is eligible to receive a Strive for 5 credit as part of the IBO promotion or the customer promotion, but not both. For example, an IBO who is receiving a Strive for 5 credit from the IBO promotion cannot then receive a second credit by providing their phone number to new customers as the referring customer number.

Who are Qualified Customers?

- IBO Strive for 5 only applies to customers:
 - acquired on or after January 1, 2012, for standalone Home Phone customers, Home Phone bundled with High-Speed Internet Service customers, and Standalone High-Speed Internet with Select Carrier customers; and
 - acquired on or after January 1, 2012, and before December 13, 2016, for any Local and Long Distance service (*whether bundled or standalone*) customers.
- Each active Home Phone customer line will count toward the IBO's Strive for 5, and the lines do not need to be on separate accounts. **For example**, if a Home Phone customer has an account with two, active lines then both lines will count toward the IBO's Strive for 5. Each Local/Long Distance customer account, regardless of the number of lines, will count as one customer toward Strive for 5. Each active Standalone High-Speed Internet (*Select Carriers*) customer account will count as one customer towards Strive for 5.

- If an IBO has multiple lines on their personal account that is receiving the Strive for 5 credit, those additional lines do not count as qualifying customers toward Strive for 5. **For example**, if an IBO has a Home Phone plan with two separate lines, the second line would not count toward Strive for 5 eligibility. However, the IBO could be eligible for multiple bill credits as explained in the Calculation of Credits section below.
- IBOs with multiple accounts can use those additional accounts for personal IBO Strive for 5 qualification. The additional accounts will be subject to Qualified Customer conditions, and the multiple line rules as specified above may apply. **For example**, if an IBO has two Home Phone accounts and only the first is receiving a Strive for 5 credit, the second account (and, if applicable, its multiple lines) may be eligible for use toward Strive for 5 eligibility.
- Customer eligibility will be determined on the fifth day of each calendar month. Customers with a past due balance as of this date will not count toward the promotion.
- All customers must reside in the same country as the IBO. **For example**, an IBO in Canada must acquire 5 qualifying Canada customers.
- If an IBO's customer refers a customer account that otherwise meets the Qualifying Customer requirements, then the referred customer account may count toward the IBO's Strive for 5 eligibility as a Qualifying Customer account. However, in the event a Qualifying Customer's applicable account becomes eligible for a Strive for 5 promotion credit, that account, along with any Qualifying Customer accounts under it, will no longer count toward the IBO's Strive for 5 credit. This rule will apply to each customer account under the IBO, whether the IBO personally acquired the account or it was referred by another customer, until such time that the Qualifying Customer account itself or a Qualifying Customer account higher in the referral chain, becomes eligible for a Strive for 5 promotion credit.
- In order for a customer's line to count toward an IBO's Strive for 5, the customer must enter the IBO's phone number or TID at the time the customer establishes their account. **For example**, a customer who is signing up for Home Phone must enter IBO's Home Phone number or TID during the order process. The customer account (*including each line under the account*) will be attributed to the IBO's account associated with IBO phone number entered. If TID is used rather than IBO phone number, the customer account will be attributed to the IBO's oldest account with a line not already receiving Strive for 5 credit.
- An IBO's personal account that is receiving Strive for 5 credit under this promotion or ACN's Customer Strive for 5 promotion is not eligible to be a Qualified Customer account. If a Qualified Customer account becomes an account that is receiving Strive for 5 credit, the Qualified Customer account will no longer qualify as such. This rule applies to Qualified Customer accounts with multiple lines. **For example**, if John is a Home Phone Qualified Customer with five active lines on one account, and then qualifies for Strive for 5 on one of those lines, his entire account (including each of its lines) becomes ineligible to count as a Qualified Customer.
- This program is intended for ACN IBOs to refer their friends and family to ACN as new customers, and should not be advertised or marketed in a commercial manner. Commercial accounts/ customers are not eligible.

TIP: We highly encourage each IBO to refer and maintain more than the minimum of 5 Qualified Customers in case one or more customers are no longer eligible to count toward the promotion.



Calculation of Credit

Monthly Recurring Charge (MRC) – A customer's Monthly Recurring Charge for service, excluding taxes, surcharges or additional features.

A credit for the residential monthly service charge will be applied **each month as long as 5 eligible Qualified Customer accounts or lines, as applicable (see above), are maintained.**

Home Phone and Home Phone Bundled with High-Speed Internet (any carrier) Subject to the terms below, your credit will equal your Monthly Recurring Charge (MRC) and will be applied to the monthly service on your eligible account. If you have multiple lines under your account, the credit will be equal to the MRC associated with only one of those lines not already receiving Strive for 5 credit.

- An IBO with Home Phone Bundled with High-Speed Internet (any carrier) must refer 5 other bundled customer accounts in order to receive a credit on both their Home Phone and Bundled High-Speed Internet (any carrier) service.
- An IBO with a combination of Home Phone Customers and Home Phone Bundled with High-Speed Internet (any carrier) Customers as Qualified Customers would be eligible for a credit only on the Home Phone portion of the IBO's bill.
- An IBO with Home Phone Bundled with High-Speed Internet (any carrier) with a combination of Standalone High-Speed Internet (Select Carriers) and Home Phone Bundled with High-Speed Internet (any carrier) Customers as Qualified Customers would be eligible for a credit only on the High-Speed Internet (any carrier) portion of the IBO's bill.
- Monthly fees for international plans and additional features do not apply.
- If an IBO has multiple accounts under the same address, the credit will be applied to the first account activated not already receiving Strive for 5 credit on each line.

Standalone High-Speed Internet (Select Carriers)

Subject to the terms below, your credit will equal your Monthly Recurring Charge (MRC) and will be applied to the monthly service on your eligible account.

- An IBO with Standalone High-Speed Internet (Select Carriers) must refer 5 other customers who have either Standalone High-Speed Internet (Select Carriers) or High-Speed Internet (any carrier) bundled with Home Phone or Local and Long Distance.
- Monthly fees for international plans and additional features do not apply towards any credit.

Local and Long Distance and Local & Long Distance Bundled with High-Speed Internet (any carrier) Subject to the terms below, your credit will equal your Monthly Recurring Charge (MRC) and will be applied to the monthly service on your eligible account.

- An IBO with Local and Long Distance Bundled with High-Speed Internet (any carrier) must refer 5 other Bundled Customer accounts in order to receive a credit on both their Local and Long Distance and Bundled High-Speed Internet (any carrier) service.
- An IBO with a combination of Local and Long Distance Customers and Local and Long Distance Bundled with High-Speed Internet (any carrier) Customers would be eligible for a credit only on the Local and Long Distance portion of their bill.

- An IBO with Local and Long Distance Bundled with High-Speed Internet (any carrier) with a combination of Standalone High-Speed Internet (Select Carriers) and Local and Long Distance Bundled with High-Speed Internet (any carrier) Customers as Qualified Customers would be eligible for a credit only on the High-Speed Internet (any carrier) portion of the IBO's bill.
- Monthly fees for international plans and features do not apply.
- Credits may take up to two months to be applied. IBO must be in good standing and be an active customer current on all billing at the time the credit is applied.

Tax and surcharges on the credit amount still apply, where applicable.

If a Qualifying Customer is determined to be invalid, ACN reserves the right to reverse the credit to the IBO.

ACN has the right to modify this program at its discretion for compliance, administrative or other similar reasons at any time, with or without notice.

ACN has the right to end this program anytime at its discretion and will post notice 30 days in advance. Should ACN discontinue this program, qualifying credits will still be applied for a period of up to 6 months following the promotion end date assuming the following: 1) IBO remains in good standing, 2) does not have a past due account, 3) maintains the Qualified Customer accounts or lines, as applicable, that resulted in qualification at the time of the promotion end date, 4) those Qualified Customer accounts or lines, as applicable, are maintained through the end of that 6 month period.