

STRIVE FOR 5 FOR CUSTOMERS

When you refer 5 people who sign up for the same service, you can receive your same service free and feed a child in need!

| Home Phone

| High Speed Internet

| High-Speed Internet + Home Phone

Refer 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 refer 5 eligible customers of the same 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.

Visit acnstrivefor5.ca to get started today!

*excludes taxes and surcharges



EFFECTIVE SEPTEMBER 1, 2014

REVISED DECEMBER 13, 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 REFERRED CUSTOMER ACCOUNTS ACTIVATED PRIOR TO DECEMBER 13, 2016.

ORIGINATING CUSTOMER ACCOUNTS RECEIVING STRIVE FOR 5 CREDIT ON ELIGIBLE REFERRED CUSTOMER ACCOUNTS FOR LOCAL AND LONG DISTANCE SERVICE THAT ARE ACTIVATED PRIOR TO DECEMBER 13, 2016, WILL CONTINUE RECEIVING CREDIT SUBJECT TO THESE CUSTOMER TERMS AND CONDITIONS.

IMPORTANT TERMS:

Originating Customer – The customer who is referring other customers to ACN to be eligible for a Strive for 5 bill credit.

Referred Customers – The customers used toward the Originating Customer's Strive for 5 eligibility.

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

ELIGIBILITY

- Originating Customer must be active, current on all billing, and must have an account of the same service in order to receive a credit. Services cannot be mixed to total 5.
- An Originating Customer is eligible if they refer 5 residential Eligible Referred Customer accounts or lines, as applicable (*see below*), that are the same type of service as the Originating Customer:

Canada

- Standalone Home Phone or Home Phone Bundled with High-Speed Internet (*any carrier*) accounts
- Standalone High-Speed Internet Accounts (for all carriers *except Telus*)
- Local and Long Distance or Local and Local and Long Distance Bundled with High-Speed Internet (*any carrier*) (Standalone Long Distance and Long Distance Bundled with High-Speed Internet (*any carrier*) are not eligible) accounts activated before December 13, 2016

Who are Eligible Referred Customers?

- To be an Eligible Referred Customer, the applicable customer account must be activated in accordance with these Customer Terms and Conditions.
- Each active Home Phone Referred Customer line will count toward Strive for 5, and the lines do not need to be on separate accounts. **For example**, if a Referred Home Phone Customer has an account with two active lines, then both lines will count toward the Originating Customer'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) Referred Customer account in any of the Provinces will count toward Strive for 5.
- If an Originating Customer has multiple lines on their personal account that is receiving the Strive for 5 credit, those additional lines do not count as eligible customers toward Strive for 5. **For example**, if an Originating Customer has a Home Phone plan with two separate lines, the second line would not count toward Strive for 5 eligibility. However the Originating Customer could be eligible for multiple bill credits as explained in the Calculation of Credits section.
- Originating Customers with multiple accounts can use those additional accounts for personal Strive for 5 qualification. The additional accounts will be subject to Referred Customer conditions, and the multiple line rules as specified above may apply. For example, if an Originating Customer 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. Referred Customer accounts with a past due balance as of this date will not count toward the promotion.
- All Referred Customers must reside in the same country as the Originating Customer. **For example**, an Originating Customer in Canada must refer 5 eligible Canada customers accounts.
- Only customer accounts directly referred by the Originating Customer count toward their Strive for 5. **For example**, if a Referred Customer referred another customer, that customer's account would not count toward the Originating Customer's Strive for 5.
- In order for a Referred Customer's line to count toward an Originating Customer's Strive for 5, the Referred Customer must enter the Originating Customer's phone number (*associated with their eligible service account*) at the time the Referred Customer establishes their account. **For example**, a Referred Customer who is signing up for Home Phone must enter the Originating Customer's Home Phone number during the order process. The Referred Customer account (*including each line under the account*) will be attributed to the Originating Customer account associated with Originating Customer phone number entered.
- An Originating Customer account that is receiving Strive for 5 credit under this promotion or ACN's IBO Strive for 5 promotion is not eligible to be a Referred Customer account. If a Referred Customer account becomes an Originating Customer account that is receiving Strive for 5 credit, the Referred Customer account will no longer qualify as such. This rule applies to Referred Customer accounts with multiple lines. For example, if John is a Home Phone Referred 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 Referred Customer.
- This program is intended for ACN customers 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 customer to refer and maintain more than the minimum of 5 eligible customers in case one or more customers are no longer eligible to count toward the promotion.



Calculation of Credit

A credit for the residential monthly service charge will be applied **each month as long as 5 eligible Referred 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 Originating Customer 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 Originating Bundled Customer with a combination of Home Phone Customers and Home Phone Bundled with High-Speed Internet (any carrier) Customers as Referred Customers would be eligible for a credit only on the Home Phone portion of the Originating Customer's bill.
- An Originating Customer 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 Referred Customers would be eligible for a credit only on the High-Speed Internet (any carrier) portion of the Originating Customer's bill.
- Monthly fees for international plans and additional features do not apply.
- An Originating Home Phone Customer with an account with multiple lines is eligible to receive a bill credit on each line, but each line must separately meet the Strive for 5 Originating Customer eligibility requirements. **For example**, if an Originating Customer has two Home Phone lines and refers 10 or more eligible Home Phone lines, the Originating Customer may receive two MRC credits.

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 Originating Customer 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 and 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 Originating Customer 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 Originating Bundled customer 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 the Originating Customer's bill.

- An Originating Customer 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 Referred Customers would be eligible for a credit only on the High-Speed Internet (any carrier) portion of the Originating Customer's bill.
- Monthly fees for international plans and features do not apply.

Credits may take up to two months to be applied. The Originating Customer must be active and current on all billing at the time the credit is applied.

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

If a Referred Customer is determined to be ineligible, ACN reserves the right to reverse the credit to the Originating Customer.

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, credits will still be applied for a period of up to 6 months following the promotion end date assuming the Originating Customer is active, does not have a past due account and maintains the 5 eligible Referred Customer accounts or lines, as applicable, used for the promotion at the time of its end date, and through the end of that 6 month period.