

ACN[®] ORDER ENTRY TIMELINES CANADA

BUSINESS RULES:

- 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).
- Any items received after the deadline, or on holidays and weekends, will be processed the following business day.

PRODUCT	TIMELINES FOR QUALIFICATIONS
ACN High-Speed Internet Online Orders	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.
ACN Home Phone	8 pm ET Please note that until the order is complete, the customer will not count toward qualifications.
Canada Energy	<p>XOOM Energy: Customers who submit orders by 5 pm ET, Monday through Friday, will count for IBO qualifications the same business day. If an account becomes Inactive, it will show as PURGED until they return to active, and will not count for qualifications until then.</p> <p>AB: If a deposit is required and not paid at the time the order is placed, the customer will be placed in an "incomplete" status and will not count for qualifications.</p> <p>ON: All customers will remain INCOMPLETE until after the 10-day verification has been completed or the customer is canceled.</p> <p><i>*Water Heater Customers - All customers will remain INCOMPLETE until installation is completed, and will not count for qualifications until then.</i></p>
Home Security	<p>Customers who submit orders by 3 pm ET, Monday through Friday, will count for IBO qualifications the same business day.</p> <p>All customers will remain INCOMPLETE until they are active and will not count for qualifications until then. Please note: Satellite TV orders take 7 business days for service installation notification to appear on your PCL. An IBO has 90 days to claim a customer before it purges from the system.</p>

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.