

ACN | High-Speed Internet
+ Home Phone

Get 5,
GET FREE!
WITH ACN'S CANADIAN REFER-A-FRIEND PROGRAM



Refer 5 friends to ACN High-Speed Internet or ACN High-Speed Internet + Home Phone and *get your service for **FREE****

3 EASY STEPS TO GET YOUR FREE SERVICE:

1

Switch to ACN High-Speed Internet or ACN High-Speed Internet + Home Phone

2

Spread the word about your service to folks you know

3

Help 5 or more friends and family make the switch to ACN

AND VOILA... you get your **FREE service month after month** for as long as your referred customers stay with ACN!

* Excludes taxes, fees and surcharges. Applies to Monthly Recurring Charge only. Terms and conditions apply. Visit acn.com for complete details.

EFFECTIVE SEPTEMBER 1, 2014

REVISED OCTOBER 24, 2018

IMPORTANT NOTICE: AS OF OCTOBER 24, 2018 (“TRANSITION DATE”), THE STRIVE FOR 5 PROGRAM WILL BE RENAMED THE REFER-A-FRIEND PROGRAM AND, FURTHER, REFER-A-FRIEND CREDIT WILL NO LONGER BE OFFERED FOR ANY SERVICES EXCEPT FOR (1) STANDALONE HIGH-SPEED INTERNET (SELECT CARRIERS) AND (2) HOME PHONE BUNDLED WITH HIGH-SPEED INTERNET (ANY CARRIER). ACCORDINGLY, AS OF THE TRANSITION DATE, NEW REFER-A-FRIEND PROGRAM CREDITS AND QUALIFICATION WILL ONLY BE BASED ON ELIGIBLE, QUALIFIED CUSTOMER ACCOUNTS FOR THE AFOREMENTIONED SERVICES IN ACCORDANCE WITH THESE REFER-A-FRIEND PROGRAM TERMS AND CONDITIONS (THESE “TERMS AND CONDITIONS”).

ORIGINATING CUSTOMER ACCOUNTS RECEIVING REFER-A-FRIEND CREDIT ON ELIGIBLE REFERRED CUSTOMER ACCOUNTS THAT QUALIFIED UNDER THE STRIVE FOR 5 TERMS AND CONDITIONS THAT WERE APPLICABLE IMMEDIATELY PRIOR TO THE TRANSITION DATE [AVAILABLE HERE](#) (THE “PRIOR TERMS”) AND WERE ACTIVATED PRIOR TO THE TRANSITION DATE WILL CONTINUE RECEIVING CREDIT UNTIL SUCH CUSTOMER ACCOUNTS BECOME INELIGIBLE OR INVALID UNDER THE PRIOR TERMS, AT WHICH POINT THE CUSTOMER MUST REFER NEW CUSTOMERS THAT QUALIFY UNDER THESE TERMS AND CONDITIONS IN ORDER TO MAINTAIN REFER-A-FRIEND QUALIFICATION.

IMPORTANT DEFINITIONS:

Originating Customer – The customer who is referring other customers to ACN to be eligible for a Refer-a-Friend bill credit.

Referred Customers – The customers used toward the Originating Customer’s Refer-a-Friend eligibility.

Monthly Recurring Charge (MRC) – A customer’s Monthly Recurring Charge for service, excluding taxes, fees, 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 Refer-a-Friend 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, including:
 - Home Phone Bundled with High-Speed Internet (any carrier) (“Bundled Service”).
 - Standalone High-Speed Internet (limited to carriers through which ACN provides such service, referred to in these terms as “Select Carriers”) (“Standalone HSI Service”)

Who are Eligible Referred Customers?

- To be an Eligible Referred Customer, the applicable customer account must be activated in accordance with these Terms and Conditions.
- Each active Referred Bundled Service Customer line will count toward Refer-a-Friend Qualification, and the lines do not need to be on separate accounts. **For example**, if a Referred Bundled Service Customer has an account with two active lines, then both lines will count toward the Originating Customer’s Refer-a-Friend qualification.

- Each active Standalone HSI Service Referred Customer account in any of the Provinces will count toward Refer-a-Friend qualification.
- If an Originating Customer has multiple lines on their personal Bundled Service account that is receiving the Refer-a-Friend credit, those additional lines do not count as eligible customers toward Refer-a-Friend qualification. **For example**, if an Originating Customer has a Bundled Service plan with two separate lines, the second line would not count toward Refer-a-Friend 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 Refer-a-Friend qualification. The additional accounts will be subject to the Eligible Referred Customer conditions, and the multiple line rules as specified above may apply. **For example**, if an Originating Customer has two Bundled Service accounts and only the first is receiving a Refer-a-Friend credit, the second account (and, if applicable, its multiple lines) may be eligible for use toward Refer-a-Friend 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 Refer-a-Friend qualification.
- All Referred Customers must reside in the same country as the Originating Customer. **For example**, an Originating Customer in Canada must refer 5 eligible Canadian customers’ accounts.
- Only customer accounts directly referred by the Originating Customer count toward their Refer-a-Friend qualification. **For example**, if a Referred Customer referred another customer, that customer’s account would not count toward the Originating Customer’s Refer-a-Friend qualification.
- In order for a Referred Customer’s line to count toward an Originating Customer’s Refer-a-Friend qualification, 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 Bundled Service 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 Refer-a-Friend credit is not eligible to be a Referred Customer account. If a Referred Customer account becomes an Originating Customer account that is receiving Refer-a-Friend 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 Bundled Service Referred Customer with five active lines on one account, and John then qualifies for Refer-a-Friend 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 Referred Customers in case one or more customers are no longer eligible to count toward Refer-a-Friend.

Calculation of Credit

- Subject to these Terms and Conditions, a credit equal to the MRC for the Originating Customer's eligible account will be applied to the monthly bill for that account **each month as long as 5 eligible Referred Customer accounts or lines, as applicable (see above), are maintained.**
- **Bundled Service.** Subject to these Terms and Conditions, the Originating Customer's monthly bill credit will equal the Originating Customer's MRC and will be applied to the monthly service bill on the Originating Customer's eligible account. If the Originating Customer has multiple lines under their eligible account, the monthly credit will be equal to the MRC associated with only one of those lines not already receiving Refer-a-Friend credit. In addition:
 - An Originating Customer with Bundled Service must refer 5 other Bundled Service customer accounts in order to receive a monthly bill credit on their Bundled Service account.
 - An Originating Customer with Bundled Service who has a combination of Bundled Service Referred Customers and Standalone HSI Service Referred Customers would be eligible for a monthly bill credit only on the Standalone HSI Service portion of the Originating Customer's bill.
 - The monthly bill credit does not apply to any monthly fees for international plans or additional features, or applicable taxes, fees or surcharges.
 - An Originating Customer with a Bundled Service account with multiple lines is eligible to receive a monthly bill credit on each line, but each line must separately meet the Refer-a-Friend eligibility requirements. **For example**, if an Originating Customer has Bundled Service with two lines and refers 10 or more eligible Bundle Service lines, the Originating Customer may receive two MRC credits.
- **Standalone HSI Service.** Subject to these Terms and Conditions, for an Originating Customer with Standalone HSI Service, the Originating Customer's monthly bill credit will equal the MRC applicable to such service and will be applied to the monthly service bill for the Originating Customer's eligible account. In addition:
 - An Originating Customer with Standalone HSI Service must refer 5 other customers who have either Standalone HSI Service or Bundled Service.
 - The monthly bill credit does not apply to any monthly fees for international plans or additional features, or applicable taxes, fees or surcharges.
- 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.
- Taxes, fees and surcharges on the credit amount still apply, where applicable.
- If a Referred Customer is determined to be ineligible or invalid, ACN reserves the right to reverse the credit to the Originating Customer.

ACN has the right to modify the Refer-a-Friend Program at its discretion for compliance, administrative or other similar reasons at any time, with or without notice.

ACN has the right to discontinue the Refer-a-Friend at any time in ACN's discretion, provided that ACN will post notice at least 30 days in advance of such discontinuance. Should ACN discontinue the Refer-a-Friend Program, credits will still be applied for a period of up to 6 months following the discontinuance 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 Refer-a-Friend qualification as of the discontinuance date through the end of that 6 month period.