

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”).

CUSTOMER ACCOUNTS OR LINES THAT QUALIFIED UNDER THE STRIVE FOR 5 TERMS AND CONDITIONS THAT WERE APPLICABLE IMMEDIATELY PRIOR TO THE TRANSITION DATE ([AVAILABLE HERE](#)) (THE “PRIOR TERMS”) WILL CONTINUE TO COUNT TOWARD THE APPLICABLE IBO’S REFER-A-FRIEND QUALIFICATION UNTIL SUCH CUSTOMER ACCOUNT(S) BECOME INELIGIBLE OR INVALID UNDER THE PRIOR TERMS, AT WHICH POINT THE APPLICABLE IBO MUST ACQUIRE CUSTOMER ACCOUNTS THAT ARE ELIGIBLE FOR REFER-A-FRIEND CREDIT UNDER THESE TERMS AND CONDITIONS IN ORDER TO MAINTAIN THE IBO’S REFER-A-FRIEND QUALIFICATION.

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, 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”)
- An IBO is eligible to receive a Refer-a-Friend credit as part of the IBO promotion or the customer promotion, but not both. **For example**, an IBO who is receiving a Refer-a-Friend 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 Refer-a-Friend only applies to customers acquired on or after January 1, 2012, for Bundled Service and Standalone HSI Service customers.
- Each active Bundled Service line will count toward the IBO’s Refer-a-Friend qualification, and the lines do not need to be on separate accounts. **For example**, if a Bundled Service customer has an account with two, active lines then both lines will count toward the IBO’s Refer-a-Friend qualification. Each active Standalone HSI Service customer account will count as one customer towards Refer-a-Friend qualification.

- If an IBO has multiple lines on their personal Bundled Service account that is receiving Refer-a-Friend credit, those additional lines do not count as qualifying customers toward Refer-a-Friend qualification. **For example**, if an IBO has a Bundled Service plan with two separate lines, the second line would not count toward Refer-a-Friend 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 Refer-a-Friend qualification. The additional accounts will be subject to the Qualified Customer conditions, and the multiple line rules as specified above may apply. **For example**, if an IBO 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. Customers with a past due balance as of this date will not count toward Refer-a-Friend qualification.
- 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 Refer-a-Friend eligibility as a Qualifying Customer account. However, in the event a Qualifying Customer’s applicable account becomes eligible for a Refer-a-Friend credit, that account, along with any Qualifying Customer accounts under it, will no longer count toward the IBO’s Refer-a-Friend qualification. 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 Refer-a-Friend credit.
- In order for a customer’s line to count toward an IBO’s Refer-a-Friend qualification, 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 Bundled Service 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 Refer-a-Friend credit.
- An IBO’s personal account that is receiving Refer-a-Friend credit is not eligible to be a Qualified Customer account. If a Qualified Customer account becomes an account that is receiving Refer-a-Friend 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 Bundled Service Qualified Customer with five active lines on one account, and then John qualifies for Refer-a-Friend 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 Refer-a-Friend qualification.

Calculation of Credit

- **Monthly Recurring Charge (MRC)** – A customer's Monthly Recurring Charge for service, excluding taxes, fees, surcharges or additional features.
- Subject to these Terms and Conditions, a credit equal to the MRC for the IBO's 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.**
- **Bundled Service.** Subject to these Terms and Conditions, for an IBO with Bundled Service, the IBO's monthly bill credit will equal the IBO's MRC and will be applied to the monthly service bill for the IBO's eligible account. If the IBO 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 IBO 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 IBO with Bundled Service that has a combination of Standalone HSI Service and Bundled Service customers as Qualified Customers would be eligible for a monthly bill credit only on the Standalone HSI Service portion of the IBO'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.
 - If an IBO has multiple accounts under the same address, the monthly bill credit will be applied to the first account activated not already receiving Refer-a-Friend credit on each line.

- **Standalone High-Speed Internet (Select Carriers).** Subject to these Terms and Conditions, for an IBO with Standalone HSI Service, the IBO's monthly bill credit will equal the IBO's MRC applicable to such service and will be applied to the monthly service bill for the IBO's eligible account. In addition:

- An IBO 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.
- 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.
- Taxes, fees and surcharges on the credit amount still apply, where applicable.
- If a Qualifying Customer is determined to be ineligible or invalid, ACN reserves the right to reverse the credit to the IBO.

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, qualifying credits will still be applied for a period of up to 6 months following the discontinuance date assuming all of the following criteria are met: 1) the IBO remains in good standing, 2) the IBO does not have a past due account, 3) the IBO maintains the Qualified Customer accounts or lines, as applicable, that resulted in Refer-a-Friend qualification at the time of the discontinuance date, and 4) all such Qualified Customer accounts or lines, as applicable, are maintained through the end of that 6 month period.