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## Slamming

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ACN conducts business in an ethical and credible manner and requires its IBOs to deal ethically with their customers, with each other and with the company. ACN permits no unethical or illegal activity and will intercede when such behavior may exist, and ACN reserves the right to use its best judgment when deciding whether certain IBO activities are unethical. When acquiring customers, ACN has strict rules that are enforced as sanctions imposed by governmental agencies can include fines as well as the revocation of the offending company's authority to provide service.

That brings us to Slamming. What is slamming? Per the Federal Communications Commission (FCC) slamming is defined as “the illegal practice of switching a consumer’s traditional wireline telephone company for local, local toll, or long distance service without permission.”

### **ACN HAS ADOPTED A ZERO TOLERANCE POLICY TOWARD SLAMMING!**

IBOs can avoid slamming by utilizing the following procedures:

- Verify information against each new customer’s actual bill for each Letter of Authorization (LOA). This will help you to confirm that the customer’s information on the LOA matches the information on the customer’s telephone bill.
- Verify that the person signing the LOA is the person with authority to act on behalf of the company or the person whose name appears on the telephone bill. It is essential that the person signing the LOA have authority to change telecommunication providers.
- NEVER sign someone else’s name on any document. IBOs are strictly prohibited from signing an LOA for a customer even if the customer has provided their verbal consent.

Again, ACN will vigorously enforce its zero tolerance policy against slamming. As such, ACN IBOs are encouraged to act quickly and respond within the required timeframe to any request ACN may make and this situation and it should be the IBOs number one priority until it is resolved. If any ACN IBO has been engaged in the slamming of a customer, the following penalties will be assessed:

- The IBOs position will be permanently terminated and all Customer Acquisition Bonuses (CABs), Team CABs, commissions and payouts of any kind will be permanently forfeited.
- If the “slammed” account was used for qualifications of CABs, Team CABs or any other bonus, then such bonus will be reversed. This reversal will apply to any corresponding payouts as well.
- Any IBO engaged in slamming will be required to reimburse ACN for any fines or charges assessed against it. In addition, an administrative fee in accordance with expenses incurred by ACN will be charged to the IBO.
- ACN IBOs are prohibited from third party solicitation via telemarketing, direct mail, sweepstakes, contests and drawings. ACN only authorizes sales by means of direct, personal solicitation of customers.

Failure to adhere to these guidelines puts the ACN IBO and the entire ACN organization in jeopardy of legal action pursuant to an FCC challenge.

If you have any questions about this or any of our policies,  
please contact the Business Ethics Department at [businessethics@acninc.com](mailto:businessethics@acninc.com).

**We are here to help you.**