



Unethical Activity

The founders of ACN believe in leadership by example, rather than management by directive. Thus, 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 strongly believes in maintaining a culture of integrity and permits no unethical or illegal activity and will intercede when such behavior may exist. If ACN determines that unethical activities exist, then it reserves the right to suspend or terminate an IBO status, including but not limited to all commissions and payments of any kind. Under no circumstances would an IBO who is terminated for unethical or illegal activity be entitled to a refund of their original application fee, nor are they entitled to sell or transfer their position.

Some examples of unethical activity includes, but is not limited to the following:

- Forging a signature on any document, which includes electronic signatures on any ACN customer portal, as well as on online IBO agreements.
- Making false or misleading representations of any kind, including misrepresentations about ACN services or the ACN Compensation Plan.
- Depositing checks made payable to ACN into personal accounts.
- Cross-line recruiting.
- Spreading false or misleading remarks or rumors with malicious intent that may disparage ACN, ACN employees or another ACN IBO.
- Any unauthorized use of ACN's name, trademarks or copyrighted material (i.e. reproducing ACN forms, business cards, etc.)
- Violation of any federal, state or local laws or regulations.
- Customer Stacking (acquiring customers and placing them under a downline IBO other than yourself)
- Calling ACN and representing yourself as a customer for any product/service other than your own.
- Completing any agreement or purchase of any ACN tools on behalf of another IBO.
- Slamming. Any practice that changes a customer's telecommunications service without the customer's knowledge or consent. ZERO tolerance policy for slamming.
- Co-Mingling of Funds.
- Offering cash or monetary incentive, promotions, prizes or bonuses as a method of influencing customer acquisition.
- Making claims or guarantees related to earnings/income, whether expressed or implied.

As the world's largest direct seller of telecommunications, energy and other essential services, our marketing integrity is fundamental to the ACN reputation. Doing your part as an ACN IBO is essential to ACN's overall success.

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

We are here to help you.