



Get 5, Get Free!

WITH FLASH SERVICES REFER-A-FRIEND PROGRAM



Get 5 customers to sign up for Flash Services Internet or Internet + Home Phone and **get your service for FREE!***

FOLLOW THESE 4 SIMPLE STEPS TO ENSURE YOU GET YOUR SERVICE FREE:

1

Sign-up for your own Flash Internet or Flash Internet + Home Phone Service.

2

Flag your Flash Services account on your Personal Customer List (within your IBO back office).

3

Spread the word about your service to potential customers.

4

Sign-up 5 (or more) customers for Flash Services with the same service you have (Internet or Internet + Home Phone).

IT'S THAT EASY! YOU'LL GET YOUR SERVICE FREE, MONTH AFTER MONTH, FOR AS LONG AS YOUR CUSTOMERS STAY WITH FLASH.

*Excludes any subsequent monthly fees for equipment rental, international calling plans, unlimited usage plans (Internet,) or additional features, applicable taxes, fees and/or surcharges.

All Communications Network of Canada Co. dba "Flash Services"

Flash Services Refer A Friend - IBO Terms & Conditions (Canada Only) ("Terms and Conditions")

UPDATED FEBRUARY 2021

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY FOR ELIGIBILITY AND OTHER REQUIREMENTS

IMPORTANT DEFINITIONS:

Flash – All Communications Network of Canada Co. dba Flash Services.

Originating IBO – The IBO who is referring other customers to Flash to be eligible for a Refer-a-Friend bill credit.

Referred Customers – Residential customers used toward the Originating IBO's Refer-a-Friend eligibility.

Qualified Customer – a Referred Customer that meets the eligibility requirements set out in these Terms and Conditions.

Monthly Recurring Charge (MRC) – A customer's Monthly Recurring Charge for service, excluding equipment, taxes, fees, surcharges, or additional features.

IBO ELIGIBILITY

- Must be an active IBO.
- The originating IBO must also be in good standing with Flash and must have an account of the same service, with no past due billing in order to receive a credit.
- The originating 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 select carriers only "Select Carriers") ("Standalone HSI Service").
- The originating 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?

- Each active Referred Customer 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 Referred Customer has a Bundled Service account with two, active lines, then both lines will count toward the IBO's Refer-a-Friend qualification. Each active Standalone HSI Service Referred Customer account will count as one customer towards Refer-a-Friend qualification.
- If an Originating 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 Originating IBO has a Bundled Service plan with two separate lines, the second line would not count toward Refer-a-Friend eligibility. However, the Originating 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 Originating 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. Referred Customer accounts 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 Originating IBO. For example, an Originating IBO in Canada must acquire 5 qualifying Canada Flash Services customers.
- If an Originating IBO's customer refers a customer account that otherwise meets the Qualifying Customer requirements, then the referred customer account may count toward the Originating 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 Originating IBO's Refer-a-Friend qualification. This rule will apply to each customer account under the IBO, whether the Originating 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 Originating IBO's personal Flash Services account number (or Flash Home Phone Service number) or Team ID (TID) at the time the customer establishes their account. For example, a customer who is signing up for Bundled Service must enter the Originating IBO's Home Phone/Account Number in the Referral field or ensure the TID is entered during the order process, if not already pre-populated by going through the Originating IBO's personal storefront. The customer account (including each line under the account) will be attributed to the IBO's account associated with IBO phone or account number entered. If the TID is used rather than the phone or account number, the customer's account will be attributed to the Originating IBO's oldest account with a line not already receiving the Refer-a-Friend credit.
- An Originating IBO's personal account that is receiving the Refer-a-Friend credit is not eligible to be a Qualified Customer account. If a Qualified Customer account becomes an account that is receiving the 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 IBOs to refer their friends and family to Flash Services 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 the Refer-a-Friend program.

Calculation of Credit

- Subject to these Terms and Conditions, a credit equal to the MRC for the Originating 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 Originating IBO with Bundled Service, the Originating IBO's monthly bill credit will equal the Originating IBO's MRC and will be applied to the monthly service bill for the Originating IBO's eligible account. If the Originating 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 Originating IBO with Bundled Service must refer 5 other Bundled Service

customer accounts to receive a monthly bill credit on their Bundled Service account.

- An Originating IBO 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 IBO's bill.
- If an Originating 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 Originating IBO with Standalone HSI Service, the Originating IBO's monthly bill credit will equal the Originating IBO's MRC applicable to such service and will be applied to the monthly service bill for the Originating IBO's eligible account. In addition:

- An Originating 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 subsequent monthly fees for equipment rental, international calling plans, unlimited usage plans, (Internet) or additional features, applicable taxes, fees, and surcharges.
- Credits may take up to two months to be applied. An Originating IBO must be in good standing and be an active customer current on all billing for the credit to be applied.
- Taxes, fees, and surcharges on the credit amount still apply, where applicable.
- If a Referred Customer is determined to be ineligible or invalid, Flash Services reserves the right to reverse the credit to the Originating IBO.

Flash 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.

Flash has the right to discontinue the Refer-a-Friend at any time in its discretion, provided that Flash will post notice at least 30 days in advance of such discontinuance. Should Flash 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 Originating IBO remains in good standing, 2) the Originating IBO does not have a past due account, 3) the Originating 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.

FAQs

Who can participate?

Canada IBOs that are active and in good standing on their personal Flash Services account.

What services count toward the Refer-a-Friend (RaF) program for me to get credit?

Stand-alone Internet Service or Internet plus Home Phone Service.

How do I flag my personal Flash Services account?

- Log in to your Back Office.
- Access your Personal Customer List from the My Business section.
- Locate your personal account for which to apply the referral credit.
- Click the Customer ID Number.
- Click the Flag button. On the pop-up, click OK to confirm that this is your own account to flag.

Within 24 hours, the flagged account will show a red icon next to it on your Personal Customer List. This now ensures that your personal account is setup to receive the IBO Refer-a-Friend credit.

When will I receive my credit?

Credit for service can take up to 2 months to apply. Eligibility is determined on the 5th of the month., while credits are applied on the 15th of the month. You can locate your credit on your Flash Services monthly invoice statement found with **My Account**.

How will I know if my customer is now referring other customers and no longer counts toward my RaF credit?

The Legend, located on your Personal Customer List, will display colored diamonds to assist you with understanding a specific customer and whether or not the account qualifies for your personal RaF credit, or if the customer is currently counting toward a referring customer's RaF credit.

What happens if my customer (who counts towards my free service) now refers 5 customers of his/her own?

While this customer may no longer counts toward your RaF credit, you can acquire additional customers to make up for any lost to the Customer Refer-a-Friend Program. Therefore, it is highly encouraged that you acquire and maintain more than 5 customers.