



Refer-a-FRIEND



Refer 5 Flash Wireless customers and
get your wireless service **FREE*!!**
Get 5, Get FREE! It's that simple.

3 EASY STEPS TO GET YOUR FREE SERVICE:

1
Switch to
Flash Wireless

2
Spread the word about
Flash Wireless to folks
you know

3
Help 5 or more friends
and family members
switch to Flash

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

*Excludes taxes and fees. Subject to terms and conditions. Applies to Monthly Recurring Charge only.

EFFECTIVE DECEMBER 8, 2014

REVISED OCTOBER 18, 2018

IMPORTANT NOTICE: AS OF OCTOBER 18, 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 SERVICE EXCEPT FLASH WIRELESS SERVICE. ACCORDINGLY, AS OF THE TRANSITION DATE, NEW REFER-A-FRIEND PROGRAM CREDITS AND QUALIFICATION WILL ONLY BE BASED ON ELIGIBLE, QUALIFIED FLASH WIRELESS CUSTOMER ACCOUNTS 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) OR LINE(S) (AS APPLICABLE) BECOME INELIGIBLE OR INVALID UNDER THE PRIOR TERMS, AT WHICH POINT THE APPLICABLE IBO MUST ACQUIRE FLASH WIRELESS 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. TO BE CLEAR, NO NEW REFER-A-FRIEND CREDIT MAY BE OBTAINED AFTER THE TRANSITION DATE OTHER THAN FOR ELIGIBLE, QUALIFIED FLASH WIRELESS ACCOUNTS.

How can I become eligible to get FREE* Flash Wireless service as an IBO?

- Must be an active IBO, in good standing with ACN, and must have a Flash Wireless account with no past due billing associated with that account in order to receive a credit.
- The IBO can qualify for Refer-a-Friend credit if they acquire 5 Qualified Customer Flash Wireless lines (see below for additional details).
- 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.

Which customers can count towards my 5?

- IBO Refer-a-Friend only applies to Flash Wireless customers acquired on or after January 1, 2012. Other than with respect to Flash Wireless Family Plans, each active Flash Wireless customer 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 non-IBO Flash Wireless customer has an account with three, active lines, then all three lines will count toward the IBO's Refer-a-Friend qualification. Each Flash Wireless Family Plan customer account, regardless of the number of lines, will count as one customer toward the IBO's Refer-a-Friend qualification.

- If an IBO has multiple lines on their personal, eligible Flash Wireless account, those additional lines do not count as Qualifying Customers for Refer-a-Friend qualification. For example, if an IBO has a Flash Wireless account with two separate lines, the second line would not count toward Refer-a-Friend qualification; however, the IBO could be eligible for multiple bill credits as explained in the Calculation of Credits section below.
- IBOs with multiple Flash Wireless 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 also apply. For example, if an IBO has two Flash Wireless 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 qualification, subject to these Terms and Conditions.
- 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.

If an IBO's customer refers a Flash Wireless 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 hereunder, that account, along with any Qualifying Customer accounts under it, will no longer count toward the IBO's Refer-a-Friend credit. 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 TID at the time the customer establishes their Flash Wireless account. For example, a customer who is signing up for Flash Wireless service must enter the IBO's TID during the order process in order for the IBO to receive Refer-a-Friend credit. The customer account (including each line under the account) will be attributed to the IBO's oldest account that has an associated 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 Flash Wireless 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 Qualified Customer.

Important Note Regarding Existing Customers Converting to Flash Wireless Family Plan Lines:

An existing Flash Wireless customer who converts their single line plan to a Family Plan in which they are NOT the account holder will no longer count toward the IBO's Refer-a-Friend qualification in respect to the converted line. If an existing Flash Wireless customer converts their single line plan to a Family Plan in which they ARE the account holder (and maintains all other Refer-a-Friend eligibility requirements), they will continue to count toward the IBO's Refer-a-Friend eligibility.

For example, if John has a single line Flash Wireless plan that is being used toward Kim's Refer-a-Friend eligibility and he moves his line to his brother Mike's Flash Wireless Family Plan, John will no longer count toward Kim's Refer-a-Friend qualification, as John isn't the account holder; however, if John converts his own single line plan to a Family Plan in which he is the account holder, Kim will continue to receive Refer-a-Friend credit for John as a Referred Customer.

- This program is intended for ACN IBOs to refer their friends and family to Flash Wireless 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.

How do I get the credit on my bill?

- **Monthly Recurring Charge (MRC)** – A customer's Monthly Recurring Charge for eligible Flash Wireless service, excluding taxes, fees, surcharges, or additional features.
- Subject to these Terms and Conditions, a credit equal to the MRC for the IBO's eligible Flash Wireless account will be applied to the monthly bill **for that account each month as long as 5 eligible Qualified Customer accounts or lines, as applicable (see above), are maintained.** Notwithstanding the foregoing:
 - If an IBO has multiple accounts under the same address, the monthly credit will be applied to the first account activated not already receiving Refer-a-Friend credit on each line.

- Other than Flash Wireless Family Plan accounts, if an IBO has multiple lines under their account, the monthly credit will be equal to the MRC associated with only one of those lines not already receiving Refer-a-Friend credit. An IBO with a Flash Wireless account, other than a Flash Wireless Family Plan account, that has multiple lines, is eligible to receive a bill credit on each line, but each line must separately meet the IBO Refer-a-Friend eligibility requirements. **For example**, if an IBO has an individual Flash Wireless account (not a Family Plan account) with two Flash Wireless lines and refers 10 or more eligible Flash Wireless lines, the IBO may receive two MRC credits.
- An IBO with a Flash Wireless Family Plan as their eligible account and who has as Qualified Customers both Flash Wireless Family Plan customers and individual plan customers will receive a maximum credit on their monthly bill equal to the then-current highest MRC for individual plans offered by Flash Wireless for the underlying carrier to which IBO's applicable account is attributed.
- Credits may take up to two months to be applied. IBO must be in good standing and be an active Flash Wireless customer that is 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 otherwise 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.