



Chatbot FAQs

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I Compensation



What are monthly residual commissions?

Residual income pays you even after you acquire a customer. You earn residual income from your customers' monthly billings. As long as your customers continue to pay for their services, you will earn a percentage of their payments.



What is the length of time that I can receive points and commissions from my customers' service plans?

That varies per product, per plan. On some services you can earn for the life of the customer (how long the customer remains with the service). These include IDSeal, XOOM Energy, Vivint Security & Automation, Flash Wireless Flash Home Phone, Flash Internet and Sphere. Other services vary from 2 years (these include Bundles from DISH, Frontier, Spectrum and AT&T). Telus Wireless and AT&T Wireless have a limit of 30 months to earn from your customers' services.



What are personal commissions?

You earn personal commission when you acquire your own personal customers. Over time, you qualify to earn between 3% and 20% of the monthly commissionable revenue generated from your customers. It's based on the total number of Personal Customer Points you have earned. Here's how that breaks down:

- 1-39 Personal Customer Points = **3%**
- 40-59 Personal Customer Points = **5%**
- 60-99 Personal Customer Points = **10%**
- 100-149 Personal Customer Points = **14%**
- 150-199 Personal Customer Points = **17%**
- 200+ Personal Customer Points = **20%**



What are overriding residual commissions?

These are commissions you earn based on your team's earned personal customer points.



Do I have to be a certain rank to earn weekly overriding customer acquisition bonuses (CABs)?

All earned IBO positions starting with Customer Qualified (CQ) can earn monthly customer acquisition bonuses.



How much in monthly customer acquisition bonuses can a Customer Qualified (CQ) earn in a month?

A CQ can earn a \$50 bonus for every new IBO they directly sponsor who becomes Customer Qualified in 30 days. CQs must maintain 7 personal customer points from at least 3 services.



I Customers

- I live in the United States. Can I acquire customers in another country?**
All ACN customers for IBOs who live in the U.S. or Canada must be acquired in the U.S. or Canada.
- I live in Canada. Can I acquire customers in another country?**
All ACN customers for IBOs who live in the U.S. or Canada must be acquired in the U.S. or Canada.
- How long do I have to activate my customer?**
Customers must be completed, installed, active or activated by the 60th day after the IBO qualification period.
- How long do I have to activate my customer from incomplete status?**
You have 60 days to resolve an incomplete customer. After that time they will be purged.
- Why are customers purged?**
Customers are purged for not connecting service or cancelling service, or there's no usage for three consecutive billing months. They can also be purged for pending activation of a Satellite TV and Home Security Service that is not installed within 30 days. For Merchant Services, if they cancel or have not used their service within 4-6 months since their order entry date their service will purge.
- What is unpurging?**
Customer accounts can unpurge if the customers reactivates their account and ACN receives a connected status.
- How quickly can my customer's account unpurge?**
Unpurging will take place within 24 hours. Merchant services customers may unpurge if they re-active their account within 9 months of the start date.
- How often are customers purged?**
Customers are purged once a month, during the weekend following the last Friday of the month. Customers who cancel within their first 90 days of service will purge immediately. After 90 days, the customer will be purged on the purge date that follows the next monthly commission run.



| Customers

Will my customer be purged if they have more than one line on the account?

If only one of the lines on your customers' account purges, the customer will remain on your Personal Customer List and count toward qualifications.

How do I know if my customer is scheduled to purge?

They will be listed in a separate section of your Personal Customer List. These customers will receive a scheduled to purge date within two months of their actual purge date.

Where do I see my inactive customers?

Inactive or incomplete customers are listed in a separate section of your Personal Customer List.

Do my inactive customers count toward my rank or bonuses?

No. Inactive customers do not count toward CAB or position qualifications.



I IBOs /Tracking Your Business

Can I earn bonuses or income by recruiting an IBO to my team?

No. Compensation is earned only when customers are acquired.

What triggers monthly customer bonuses for New IBOs?

When IBOs personally acquire customers they can earn customers bonuses.

New IBOs can earn bonuses based on the number of customer points and services within their first 30 days.

At least 3 services & 7 points = **\$75**

At least 5 services & 10 points = **\$200**

After the first 5 services & 10 points, you can earn **\$200** for every additional 3 services & 6 points

At least 8 services & 16 points = **\$400**

At least 11 services & 22 points = **\$600**

What triggers monthly customer bonuses for Existing IBOs?

When IBOs personally acquire customers they can earn customers bonuses.

Existing IBOs (IBOs who have been with ACN for more than 30 days) can earn bonuses based on the number of customer points and services in a calendar month.

At least 3 services & 7 points = **\$75**

At least 5 services & 10 points = **\$200**

After the first 5 services & 10 points, you can earn **\$200** for every additional 3 services & 6 points

At least 8 services & 16 points = **\$400**

At least 11 services & 22 points = **\$600**

What is an Open Line Customer Acquisition Bonus?

Open Line CABs are bonuses earned when IBOs in your organization, who are not under an IBO who has reached the same earned position (or higher) that you have reached, acquire customers to become qualified within 30 days of their start date.

What are Generational Customer Acquisition Bonuses?

Generational CABs are bonuses you earn when IBOs in your organization, who are under an IBO who has reached the same earned position (or higher) that you have reached, acquire customers to become qualified within 30 days of their start date.



I IBOs /Tracking Your Business

How much in monthly customer acquisition bonuses can an Executive Team Lead (ETL) earn in a month?

ETLs can earn \$50 for every Open Line Customer Acquisition Bonus that IBOs in your organization acquire each month.

How much in monthly customer acquisition bonuses can a Regional Director (RD) earn in a month?

RDs can earn \$150 for every Open Line Customer Acquisition Bonus that IBOs in your organization acquire each month. They can also earn \$100 for every first Generational Customer Acquisition Bonus that IBOs in your organization acquire each month.

How much in monthly customer acquisition bonuses can a Regional Vice President (RVP) earn in a month?

RVPs can earn \$100 for every Open Line Customer Acquisition Bonus that IBOs in your organization acquire each month. They can also earn \$50 for every first Generational Customer Acquisition Bonus that IBOs in your organization acquire each month.

I Grace Periods



What are grace periods?

Grace periods are periods of time for IBOs to regain qualifications when they drop below qualification minimums of an earned position.



What rank levels will receive a grace period?

Grace periods are only available for RDs and above.



What are the grace periods for Customer Qualified (CQ)?

There are no grace periods for CQs.



What are the grace periods for Executive Team Lead (ETL)?

There are no grace periods for ETLs.



What are the grace periods for Regional Directors (RDs)?

RDs have a grace period of 15 days to meet the minimum 580 points. If the grace period lapses, RDs must re-qualify for their position with 600 points.



What is the grace period for Regional Vice Presidents (RVPs)?

RVPs who have maintained their position for 3 months have a grace period of 2 months.



What is the grace period for RVP Gold and RVP Platinum?

There are currently no grace periods for RVP Gold or RVP Platinum.



What is the grace period for Senior Vice Presidents (SVPs)?

SVPs have a grace period of their RD and RVP legs. You have an additional grace period of 2 months if you have maintained your position for the previous 3 months.



What happens if I don't make the grace period qualifications?

If you don't meet the minimum rank qualifications by the end of the grace period, your position will be based on your true position.



I Timelines



When should Online IBO agreements be received?

Online IBO Agreements must be received by 2:59 a.m. ET on the first day of the following month (11:59 p.m. PT on the last day of the month).



When will my points show up?

Your points will show up the same day if you have your customer order enrolled and authenticated by the product timeline. The order qualification timeline varies for each product and can be found in our [Order Entry Timeline documents](#).



When will my IDSeal customer show up in my Personal Customer List and count toward my monthly customer bonus?

IDSeal customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.



When will my XOOM Energy customer show up in my Personal Customer List and count toward my monthly customer bonus?

XOOM Energy customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.



When will my AT&T DIRECTV, Internet & Phone customer show up in my Personal Customer List and count toward my monthly customer bonus?

AT&T DIRECTV, Internet & Phone customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.



When will my AT&T Wireless customer show up in my Personal Customer List and count toward my monthly customer bonus?

AT&T Wireless customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.



| Timelines

When will my Spectrum Bundles customer show up in my Personal Customer List and count toward my monthly customer bonus?

Spectrum Bundles customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.

When will my Frontier Bundles customer show up in my Personal Customer List and count toward my monthly customer bonus?

Frontier Bundles customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.

When will my DISH customer show up in my Personal Customer List and count toward my monthly customer bonus?

DISH customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.

When will my Sphere customer show up in my Personal Customer List and count toward my monthly customer bonus?

Sphere customers who enroll and complete authentication by 4 p.m. ET will appear on IBO qualifications the same day. Orders received after the deadline, or on holidays or weekends, will be processed the following business day.

When will my Flash Wireless customer show up in my Personal Customer List and count toward my monthly customer bonus?

Flash Wireless customers must be submitted by 7 p.m. ET Monday through Friday, and 6 p.m. ET on weekends to appear on the same day. Orders received after the deadline, or on weekends, will be processed the following business day. Customer orders on holidays will update within 48 business hours.

When will my Vivint SmartHome customer show up in my Personal Customer List and count toward my monthly customer bonus?

Vivint SmartHome customers who enroll and complete authentication by 3 p.m. ET will appear on IBO qualifications the same day. Customer orders on holidays will update within 48 business hours.

I Rank Qualification Requirements

What are the qualification requirements for Customer Qualified (CQ)?

CQs must maintain 7 personal customer points from at least 3 services.

What are the qualification requirements for Executive Team Lead (ETL)?

ETLs must maintain 30 total customer points (personal and downline), and a minimum of 7 personal customer points from at least 3 services.

What are the qualification requirements for Regional Director (RD)?

You must have a minimum of 600 total customer points in your team (max 200 points per leg). RDs must also maintain a minimum of 15 personal customer points from at least 5 services to receive earned position compensation.

How many points do I need to maintain my Regional Director (RD) position?

RDs can maintain their position with 580-599 (max 200 points per leg) total customer points.

What are the qualifications requirements for Regional Vice Presidents (RVPs)?

You must have a minimum of 3,000 total customer points (personal and downline) in your team (max 750 customer points per leg). RVPs must also maintain a minimum of 15 personal customer points from at least 5 services to receive earned position compensation.

How many points do I need to maintain my Regional Vice President (RVP) position?

RVPs can maintain their position with 3,000 total customer points (max 750 points per leg).

What are the qualifications requirements for Regional Vice President Golds (RVPG)?

RVPGs must meet RVP requirements (3,000 total customer points with a max 750 points per leg) PLUS have a minimum monthly downline billing of \$200,000 (limit of \$60,000 per leg). RVPGs must also maintain a minimum of 15 personal customer points from at least 5 services to receive earned position compensation.



I Rank Qualification Requirements



What are the qualifications requirements for Regional Vice President Platinums (RVPPs)?

RVP Platinums must meet RVP requirements (3,000 total customer points with a max 750 points per leg) PLUS have a minimum monthly downline billing of \$300,000 (limit of \$100,000 per leg). RVPPs must also maintain a minimum of 15 personal customer points from at least 5 services to receive earned position compensation.



What are the qualifications requirements for Senior Vice Presidents (SVPs)?

SVPs must have 1 RD or above in 6 separate legs, including at least 2 RVP legs at any level. They must maintain monthly downline billings of \$500,000 (limit \$250,000 per leg). SVPs must also maintain a minimum of 15 personal customer points from at least 5 services to receive earned position compensation.



What service can I share to earn the most customer points?

Customer points vary per service, and there are often monthly promotions to increase the number of points you can earn when you share a service.

- **In the United States**, the most points you can earn from one service would be by sharing IDSeal for Business, where you can earn a range between 20 and 100 points based on the number of users in the business.
- **In Canada**, the most points you can earn from one service would be by sharing XOOM Energy (4-8 points per service), Vivint Home Security & Automation (8 points per service), Vivint Security & Automation for Business (8 points per service).