



# NORTH AMERICAN COMPENSATION PLAN OVERVIEW

Effective JUNE 1, 2023

Included on Page 3:

**June Fast Start Bonus**  
for New IBOs in June 2023

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## ACN INDEPENDENT BUSINESS OWNERS (IBOS) CAN EARN MONEY IN FOUR WAYS:

1. Residual commissions paid monthly based on their personal customers' usage of ACN's services.
2. Residual commissions paid monthly based on their downline's customers' usage of ACN's services.
3. Bonuses paid weekly based on their personal customer acquisition.
4. Bonuses paid weekly based on their downline's personal customer acquisition.

**THE ACN OPPORTUNITY HAS BEEN  
DESIGNED TO HELP YOU BUILD A SUCCESSFUL  
BUSINESS OF YOUR OWN**



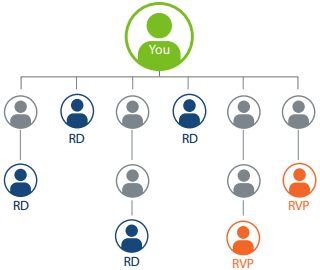
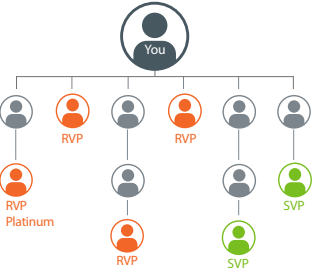


*Compensation is earned only when customers are acquired.*

*Refer to the ACN Compensation Plan for complete details. Earnings as an ACN IBO are based solely upon the successful sale of products to customers and their usage of those products. Individuals will incur expenses in operating their ACN business, such as the sign-up fee and renewal fee, as well as other possible operating expenses. As with any business, earnings and success at ACN are not guaranteed but depend primarily on the individual's persistence, effort, and results of acquiring customers personally and/or through their team. Individuals will not earn income and will lose money as an IBO if customers are not acquired.*

# POSITIONS & QUALIFICATIONS

**IBO** Everyone starts ACN as an Independent Business Owner

Your goal should be to work your way through the earned positions detailed below. The positions you achieve are based on the total number of customers acquired between you and your team.

CQ Customer Qualified IBO	ETL Executive Team Leader	RC Regional Coordinator	RD Regional Director	RVP Regional Vice President	SVP Senior Vice President	PSVP Platinum Senior Vice President
<p><b>CQ MUST MAINTAIN</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p><b>7</b> Personal Customer Points <i>from at least</i></p> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p><b>3</b> Services</p> </div>	<p><b>30</b> TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> <p>ETL must maintain CQ qualifications with 30 total Customer Points</p>	<p><b>200</b> TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> <p>RCs must maintain CQ qualifications with a minimum of 200 total Customer Points in your team with a maximum of 100 Customer Points per leg</p>	<p><b>600</b> TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> <p>A minimum of 600 total Customer Points in your team with a maximum of 200 Customer Points per leg</p>	<p><b>3,000</b> TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> <p>A minimum of 3,000 total Customer Points in your team with a maximum of 750 Customer Points per leg</p> <p><i>Effective August 1, 2023:</i>  <b>Minimum monthly downline billings: \$100,000</b> (Limit of \$40,000 per leg)</p> <p><b>Gold RVP</b>                      RVP requirements PLUS Minimum monthly downline billings: <b>\$200,000</b> (Limit of \$60,000 per leg)</p> <p><b>Platinum RVP</b>                      RVP requirements PLUS Minimum monthly downline billings: <b>\$300,000</b> (Limit of \$100,000 per leg)</p>	 <p>Must have 1 RD or above in 6 separate legs, including at least 2 RVP legs at any level.</p> <p><b>Minimum monthly downline billings: \$500,000</b> (Limit \$250,000 per leg)</p>	 <p>Must have 1 RVP or above in 6 separate legs, including at least 1 RVP Platinum leg and 2 SVP legs at any level.</p> <p><b>Minimum monthly downline billings: \$3 Million</b> (Limit \$1 Million per leg)</p> <p>RVP legs must have minimum monthly downline billings of <b>\$100,000</b> (Limit \$40,000 per leg)</p>
<p>RD, RVP AND SVP MUST MAINTAIN A MINIMUM OF</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px;">  <p><b>15</b> Personal Customer Points</p> </div> <div style="text-align: center;"> <p><b>FROM AT LEAST</b></p> </div> <div style="border: 1px solid black; padding: 5px;">  <p><b>5</b> Services</p> </div> </div> <p>to receive earned position compensation</p>						

Team Coordinator legs (Latin America and Asia only) count toward RD legs for qualification. Refer to the ACN Compensation Plan and monthly promotional bonuses for complete details. Earnings as an ACN IBO are based solely upon the successful sale of products to customers and their usage of those products. Individuals will incur expenses in operating their ACN business, such as the sign-up fee and renewal fee, as well as other possible operating expenses. As with any business, earnings and success at ACN are not guaranteed but depend primarily on the individual's persistence, effort, and results of acquiring customers personally and/or through their team. Individuals will not earn income and will lose money as an IBO if customers are not acquired.

# MONTHLY RESIDUAL COMMISSIONS

Over time, the majority of your compensation will come from the residual income that is generated from your customers' monthly billings. Customer acquisition is the fuel for your business, creating long-term income and by teaching other people how to do the same thing, you will build residual income for yourself.

## PERSONAL COMMISSIONS

As you acquire your own, personal customers, you qualify to earn residual commission between 3% and 20% of their monthly commissionable revenue generated. This percentage is based on your total number of Personal Customer Points:

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%

## OVERRIDING RESIDUAL COMMISSIONS

Schedule of commissions earned from customer acquisition in your organization and Personal Customer Points required:

### COMMISSIONS BY LEVEL & SERVICE

Levels	Telecommunications and Essential Services			Energy for Large Business	Identity Theft Protection for Business	QUALIFICATIONS FOR EACH COMMISSION LEVEL	
	RVP	Gold RVP	Platinum RVP			Personal Customer Points	
Personal	3-20%			2%	8%	See PERSONAL COMMISSIONS explanation above.	
1	4%			1/2%	1%	25	
2	4%			1/4 %	1/2%	50	
3	4%			1/4%	1/4%	75	
4	4%			-----	-----		
5	4%			-----	-----		
Open Line RVP	1 1/2%	2 1/2%	3%	1/2%	1/2%	<b>Open Line RVP Platinum, RVP Gold and RVP</b> commissions are paid on Commissionable Revenue generated from customer billings below your 5th level down to the 5th level of the first RVP (or SVP) in your downline.	
1st Generation RVP	1%	1%	1%	-----	-----	<b>1st Generation RVP Platinum, RVP Gold and RVP</b> commissions are paid on Commissionable Revenue generated from customer billings from the 6th level of the first downline RVP (or SVP) through the 5th level of the second downline RVP (or SVP).	
2nd Generation RVP	1/2%	1/2%	1/2%	-----	-----	<b>2nd Generation RVP Platinum, RVP Gold and RVP</b> commissions are paid on Commissionable Revenue generated from customer billings from the 6th level of the second downline RVP (or SVP) through the 5th level of the third downline RVP (or SVP).	
Open Line SVP	2%			1/2%	1/2%	<b>Open Line SVP</b> commissions are paid on Commissionable Revenue generated from customer billings below your 5th level down to the 5th level of the first SVP in your downline.	
1st Generation SVP	1%			-----	-----	<b>1st Generation SVP</b> commissions are paid on Commissionable Revenue generated from customer billings from the 6th level of the first downline SVP through the 5th level of the second downline SVP.	

**The commission structure outlined above is effective with the June 2023 Commission Payout.** Customers must be counting toward qualifications by the first Friday of the month in order for the points to be used toward commission qualifications for that month. Refer to the Order Entry Timelines document available on ACNCompass.com for more details. Commissions are released on the first business day following the third Friday of each month. Commissions are paid the third month after the close of the month the customer is billed. Commissions on large commercial accounts and customers acquired by Affinity programs (such as not-for-profit organizations) may be paid according to a custom commission schedule that will be determined at the time the program/contract is completed.

## PERSONAL MONTHLY CUSTOMER BONUSES

You can earn Customer Bonuses each month when you personally acquire customers. New IBOs can earn these bonuses based on the number of customer points and services they acquire in their first 30 days. Existing IBOs (those that are more than 30 days past their start date) can earn these bonuses based on the number of customer points and services they acquire in a calendar month.\*

**XOOM Multilocation enrollments and Impact Health Sharing group enrollments do not count toward this bonus program.**

At least 5 Services & 10 Points

FOR A TOTAL OF **\$200**

At least 8 Services & 16 Points

FOR A TOTAL OF **\$400**

At least 11 Services & 22 Points

FOR A TOTAL OF **\$600**

**EARN \$200**  
for every additional  
**3 Services and 6 Points**

### June Fast Start Bonus

**NEW ETL in 30 Days  
Fast Start Bonus**

New IBOs with a start date in June who reach ETL in their first **30 Days** with a **minimum of 15 downline points** will receive a **BONUS of \$500**.

## WEEKLY OVERRIDING CUSTOMER ACQUISITION BONUSES (CABs)

**Overriding Customer Acquisition Bonuses (CABs) are paid when an IBO within your organization sponsors a new IBO that becomes Customer Qualified within 30 days of their start date.** In order to count for qualifications, all new customers must show a “complete” status on the IBO’s Personal Customer List. A customer will show a “complete” status when all the necessary information has been received and processed by ACN.

### OVERRIDING CUSTOMER ACQUISITION BONUSES - ALL EARNED POSITIONS

Executive Team Leader	Regional Coordinator	Regional Director	Regional Vice President	Senior Vice President	Senior Vice President Platinum
Open Line <b>\$50</b>	Open Line <b>+ \$100</b>	Open Line <b>+ \$100</b>	Open Line <b>+ \$100</b>	Open Line <b>+ \$50</b>	Open Line <b>+ \$50</b>
		1 <sup>st</sup> Generation <b>+ \$100</b>	1 <sup>st</sup> Generation <b>+ \$50</b>	1 <sup>st</sup> Generation <b>+ \$25</b>	
<p><b>Open Line CABs</b> are bonuses you earn when IBOs in your organization, <b>who are not under an IBO that has reached the same earned position</b> (or higher) that you have reached, acquire customers to become qualified within 30 days of their start date.</p>			<p><b>Generational CABs</b> are bonuses you earn when IBOs in your organization, <b>who are under an IBO that has reached the same earned position</b> (or higher) that you have reached, acquire customers to become qualified within 30 days of their start date.</p>		

### REMEMBER:

Compensation is earned **only** when customers are acquired. ACN reserves the right to retract the payment of any bonus or commission if it is found that a customer used to qualify for a bonus or a certain commission level was not a valid customer.

\*Customers must be from the US or CA. **XOOM Multilocation enrollments and Impact Health Sharing group enrollments do not count toward this bonus program.**

\*All customers must be completed, installed, active or activated by the 60th day after the IBO qualification period.

**Note:** Non-ported Flash Mobile customers take 100 days to count for qualifications.

# UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

The only way to earn income at ACN is through the acquisition of customers; therefore all IBOs must acquire customers in order to meet qualifications and advance through ACN's earned positions. ACN utilizes a Customer Point system for each of its products and services.

	PRODUCT/SERVICE	CUSTOMER POINTS		MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
IDENTITY THEFT PROTECTION		<i>Points count once the customer has completed authentication or after 100 days of service, whichever comes first.</i>			
	<b>RESIDENTIAL</b>	<b>Monthly Plan</b>	<b>Annual Plan</b>		
	<b>IDSeal Platinum Plan</b> (1 adult) - 2 devices	2 points	6 points	80%	Life of Customer
	<b>IDSeal Platinum Plus Plan</b> (1 adult + up to 10 kids) - 4 devices				
	<b>IDSeal Family Plan</b> (2 adults) - 4 devices	3 points	8 points		
<b>IDSeal Family Plus Plan</b> (2 adults + 10 kids) - 8 devices					
WIRELESS  <b>Ported Numbers:</b> Points count immediately once service is activated.  <b>New Numbers:</b> Points count following 100 days of service.	<b>RESIDENTIAL</b>				
	<b>Flash Mobile Talk &amp; Text Plan:</b> Up to 6 lines per account.	1 point per line		<b>80% Commissionable.</b> Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.	Life of Customer
	<b>Flash Mobile GiG Plans:</b> 4GB & 10GB Up to 6 lines per account.	1 line = 4 points 2 lines = 6 points 3 lines = 8 points 4 lines = 10 points 5 lines = 12 points 6 lines = 14 points		<b>80% Commissionable.</b> Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.	Life of Customer
	<b>Flash Mobile Unlimited Plans:</b> 50GB & 75GB Up to 4 lines per account.	1 line = 4 points 2 lines = 6 points 3 lines = 8 points 4 lines = 10 points		<b>65% Commissionable.</b> Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.	Life of Customer
SECURITY & AUTOMATION	<b>RESIDENTIAL &amp; BUSINESS</b>		<b>JUNE 2023, PROMOTION</b>		
	<b>Vivint Home Security &amp; Automation</b>	8 points	10 points	75%	Life of Customer
	<b>RESIDENTIAL &amp; BUSINESS</b>				
	<b>Vivint Essentials DIY</b>	2 points		75%	Life of Customer
HEALTHCARE	<b>RESIDENTIAL &amp; BUSINESS</b>				
	<b>Impact Health Sharing</b>	<b>Share Amount</b> up to \$149 \$150 to \$349 \$350 to \$549 \$550 and Higher	2 points 4 points 5 points 6 points	<i>Individuals and Groups of up to 15 accounts</i> <b>40% Commissionable</b> <i>Large Groups of 16+ Accounts</i> <b>25% Commissionable</b>	Life of Customer
TRAVEL	<b>RESIDENTIAL</b>	<b>Monthly Plan</b>	<b>Annual Plan</b>		
	<b>Truvvi Gold</b> <b>Truvvi Platinum</b>	2 points 5 points	5 points 8 points	80%	Life of Customer

\*Commissionable revenue is billed revenue less taxes, surcharges and an allowance for bad debt. ACN reserves the right to reduce commissionable revenue by a percentage factor for promotional plans, products, negotiated pricing or certain services. Commissionable Billing for some products is a fixed amount. IBOs receive a percentage of these amounts each month depending on where they fall in the Compensation Plan. See the ACN Policies & Procedures for additional details.

\*\*Commissions are paid on Active customers only. The points and commissions will end when the customer's service is canceled.

# UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

	PRODUCT/SERVICE	CUSTOMER POINTS	MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
ENERGY	<b>RESIDENTIAL</b>			
	<b>XOOM Energy</b> Natural Gas	1 point	35%***	Life of Customer
	<b>XOOM Energy</b> Electricity	2 points		
	<b>BUSINESS</b>			
	<b>XOOM Energy</b> Natural Gas or Electricity - <i>Multi-location Customer****</i>	1 point per service	25%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity - <i>Small Business</i>	2 points per service	35%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity - <i>Medium Business Submitted via Lead Pass Form</i>	3 points per service	up to 25%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity - <i>Big Business Submitted via Lead Pass Form</i>	4-8 points per service	up to 35%***	Life of Customer
PAYMENT PROCESSING	<b>Sphere</b> New Merchants/Merchants Processing Over \$4,000 Processing/Month	3 points	75%	Paid on Sphere Revenue for the Life of Customer
	<b>Sphere</b> New Merchants/Merchants Processing Less Than or Equal to \$4,000/Month	1 point		
SATELLITE	<b>RESIDENTIAL</b>			
	<b>DISH</b> Flex Plan	5 points	\$18	2 Years
	<b>DISH</b> AT120, AT120 Plus, AT200 and AT250 Plans	5 points	\$35	
	<b>BUSINESS</b>			
	<b>DIRECTV</b> COMMERCIAL BASIC PLUS	1 point	\$11	3 Years
	<b>DIRECTV</b> BUSINESS SELECT™ PACK	2 points	\$17	
	<b>DIRECTV</b> COMERCIAL ÓPTIMO MÁS PACK	2 points	\$17	
	<b>DIRECTV</b> COMERCIAL MÁS ULTRA™ PACK	2 points	\$23	
	<b>DIRECTV</b> BUSINESS ENTERTAINMENT PACK	2 points	\$23	
	<b>DIRECTV</b> COMMERCIAL XTRA™	3 points	\$31	
<b>DIRECTV</b> BUSINESS XTRA PACK	3 points	\$31		
<b>DIRECTV</b> COMMERCIAL ENTERTAINMENT PACK	3 points	\$31		
CABLE	<b>RESIDENTIAL</b>			
	<b>Spectrum</b> Internet Plans	2 points	\$20	2 Years
	<b>Spectrum</b> Ultra Internet Plans	2 points	\$25	
	<b>Spectrum</b> GIG Internet Plans	2 points	\$30	
	<b>Spectrum</b> Voice	0 points	\$3	
	<b>Spectrum</b> Television	0 points	\$3	
WIRELESS	<b>RESIDENTIAL</b>			
	<b>Spectrum Mobile</b>	1 point per line	JUNE 2023, PROMOTION 2 points per line	\$15 per line 2 Years

\*Commissionable revenue is billed revenue less taxes, surcharges and an allowance for bad debt. ACN reserves the right to reduce commissionable revenue by a percentage factor for promotional plans, products, negotiated pricing or certain services. Commissionable Billing for some products is a fixed amount. IBOs receive a percentage of these amounts each month depending on where they fall in the Compensation Plan. See the ACN Policies & Procedures for additional details.

\*\*Commissions are paid on Active customers only. The points and commissions will end when the customer's service is canceled.

\*\*\*Energy rates subject to fluctuation. IBOs will receive commissions based on customers' actual energy usage, excluding bad debt, taxes and surcharges.

\*\*\*\*Multi-location Customers include all customers with multiple locations regardless as to whether they enrolled through the XOOM Multi-location Enrollment process.

# UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

	PRODUCT/SERVICE	CUSTOMER POINTS			MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**	
BUNDLED ORDERS	<b>RESIDENTIAL</b>						
	<b>AT&amp;T Wireless</b>						
	New Phone With Ported Number	1 point per line			\$20	2 Years	
	<b>RESIDENTIAL</b>						
	<b>DIRECTV via Internet or Satellite</b>						
	Ultimate and Premier	3 points	JUNE 2023, PROMOTION 4 points		\$30	3 Years	
	Choice	2 points	4 points		\$25		
	Entertainment	1 point	2 point		\$18		
	<b>RESIDENTIAL</b>		<b>SINGLE SERVICE POINTS</b>	<b>2 SERVICE BUNDLE POINTS</b>	<b>3 SERVICE BUNDLE POINTS</b>	Add DIRECTV (via Internet or Satellite) or AT&T Wireless to build your bundled service points.***	
	<b>AT&amp;T Internet</b>						
	Speeds 25 Mbps to 100 Mbps	1 point	2 points	3 points	\$20	2 Years	
	Speeds 300 Mbps	2 points	3 points	4 points	\$30		
	Speeds 500 Mbps	3 points	4 points	5 points	\$40		
	Speeds 1GB and Higher	3 points	4 points	5 points	\$45		
	<b>Kinetic by Windstream Internet</b>						
	Speeds up to 99 Mbps	1 point	2 points	3 points	\$17	2 Years	
	Speeds 100 Mbps to 399 Mbps	2 points	3 points	4 points	\$22		
	Speeds 400 Mbps	2 points	3 points	4 points	\$25		
	Speeds 1GB	2 points	3 points	4 points	\$28		
	<b>Zipty Fiber Internet</b>						
	DSL up to 115 Mbps	1 point	2 points	3 points	\$14	2 Years	
	Fiber 200 Mbps	1 point	2 points	3 points	\$20		
	Fiber 1GB	2 points	3 points	4 points	\$27		
	Fiber 2GB	3 points	4 points	5 points	\$45		
	Fiber 5GB	4 points	5 points	6 points	\$55		
	<b>Frontier Internet</b>						
	DSL	1 point	2 points	3 points	\$15	2 Years	
	Fiber up to 499 Mbps	2 points	3 points	4 points	\$23		
Fiber 500 Mbps to 999 Mbps	2 points	3 points	4 points	\$30			
Fiber 1GB	3 points	4 points	5 points	\$35			
Fiber 2GB and Higher	3 points	4 points	5 points	\$45			

\*Commissionable revenue is billed revenue less taxes, surcharges, and an allowance for bad debt. ACN reserves the right to reduce commissionable revenue by a percentage factor for promotional plans, products, negotiated pricing or certain services. Commissionable Billing for some products is a fixed amount. IBOs receive a percentage of these amounts each month depending on where they fall in the Compensation Plan. See the ACN Policies & Procedures for additional details.

\*\*Commissions are paid on Active customers only. The points and commissions will end when the customer's service is canceled.

\*\*\*There are no points nor Commissionable Revenue on all home phones via AT&T, Kinetic by Windstream, Frontier and Zipty Fiber.

# CANADA CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

The only way to earn income at ACN is through the acquisition of customers; therefore all IBOs must acquire customers in order to meet qualifications and advance through ACN's earned positions. ACN utilizes a Customer Point system for each of its products and services.

	PRODUCT/SERVICE	CUSTOMER POINTS		MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS
		Monthly Plan	Annual Plan		
DIGITAL PRIVACY & PROTECTION	<b>RESIDENTIAL</b>				
	<b>IDSeal Titan</b>	1 point	5 points	80%	Life of Customer
WIRELESS	<b>RESIDENTIAL</b>				
	<b>TELUS Mobile</b>	2 points per line		\$18	30 Months
HIGH-SPEED INTERNET + PHONE SERVICE	<b>RESIDENTIAL</b>				
	<b>Flash Services</b> Home Phone – Transfer Phone Number	2 points		65%	Life of Customer
	<b>Flash Services</b> Home Phone – New Phone Number	1 point		65%	Life of Customer
	<b>Flash Services</b> Internet	5 points		65%	Life of Customer
PAYMENT PROCESSING	<b>BUSINESS</b>				
	<b>Sphere</b> New Merchants/Merchants with Over \$4,000 Processing/Month	3 points		75%	Paid on Sphere Revenue for the Life of Customer
	<b>Sphere</b> New Merchants/Merchants Processing Less Than or Equal to \$4,000/Month	1 point			
SECURITY & AUTOMATION	<b>RESIDENTIAL &amp; BUSINESS</b>		<b>JUNE 2023, PROMOTION</b>		
	<b>Fluent</b>	5 points	8 points	75%	Life of Customer
ENERGY	<b>RESIDENTIAL</b>		<b>JUNE 2023, ALBERTA PROMO</b>		
	<b>XOOM Energy</b> Natural Gas	1 point	2 point	35%***	Life of Customer
	<b>XOOM Energy</b> Electricity	2 points	3 points		
	<b>BUSINESS</b>				
	<b>XOOM Energy</b> Natural Gas or Electricity – <i>Small Business</i>	2 points per service	3 points per service	35%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity – <i>Multi-Location Customer****</i>	1 point per service		25%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity – <i>Medium Business Submitted via Lead Pass Form</i>	3 points per service		up to 25%***	Life of Customer
<b>XOOM Energy</b> Natural Gas or Electricity – <i>Big Business Submitted via Lead Pass Form</i>	4-8 points per service		up to 35%***	Life of Customer	
TRAVEL	<b>RESIDENTIAL</b>				
	<b>Truvvi Gold</b> <b>Truvvi Platinum</b>	2 points 5 points	5 points 8 points	80%	Life of Customer

\*Commissionable revenue is billed revenue less taxes, surcharges and an allowance for bad debt. ACN reserves the right to reduce commissionable revenue by a percentage factor for promotional plans, products, negotiated pricing or certain services. Commissionable Billing for some products is a fixed amount. IBOs receive a percentage of these amounts each month depending on where they fall in the Compensation Plan. See the ACN Policies & Procedures for additional details.

\*\*Energy rates subject to fluctuation. IBOs will receive commissions based on customers' actual energy usage, excluding bad debt, taxes and surcharges.

\*\*\*Energy rates subject to fluctuation. IBOs will receive commissions based on customers' actual energy usage, excluding bad debt, taxes and surcharges.

\*\*\*\* Multi-location Customers include all customers with multiple locations regardless as to whether they enrolled through the XOOM Multi-location Enrollment process.



# ORDER ENTRY TIMELINES U.S.



## BUSINESS RULES:

- Statuses of received orders will vary by product. Based on the status of those orders, the time in which they count for qualifications will also vary. The Timelines for Qualifications below will guide you in understanding when an order will appear on your PCL, along with when the order will count towards qualifications.
- Customers who show as 'incomplete' will not count toward qualifications.
- Completed orders received before the daily cutoff count toward that day's qualifications unless noted.
- Completed orders received after the daily cutoff will count toward the following day's qualifications unless noted.

PRODUCT / SERVICE	DAILY CUTOFF	NOTES
<b>AT&amp;T Internet, Wireless</b>	4:30 PM ET	
<b>Flash Mobile</b>	6 PM ET	
<b>DIRECTV via Internet or Satellite</b>	4:30 PM ET	
<b>DISH</b>	11:59 PM ET	Orders count toward qualifications the next day.
<b>Frontier</b>	4:30 PM ET	
<b>IDSeal</b>	6 PM ET	Points count once the customer has completed authentication or after 100 days of service, whichever comes first.
<b>Impact Health Sharing</b>	6 PM ET	Points count when customer completes application.
<b>Spectrum</b>	6 PM ET	Orders will be received approximately 2 1/2 days after order is placed.
<b>Sphere</b>	4 AM ET	Points count once customer is in an approved status.
<b>Truvvi</b>	6 PM ET	
<b>Vivint</b>	11:59 PM ET	Orders count toward qualifications the next day.
<b>XOOM Energy</b>	6 PM ET	
<b>Ziplay Fiber &amp; Kinetic by Windstream</b>	4:30 PM ET	



### IMPORTANT NOTE:

Don't wait until the last minute to acquire customers. The best way to ensure qualifications are met is to secure your customer orders within the appropriate timeframes listed in the table above for each product.

# ORDER ENTRY TIMELINES CANADA



## BUSINESS RULES:

- Statuses of received orders will vary by product. Based on the status of those orders, the time in which they count for qualifications will also vary. The Timelines for Qualification below will guide you in understanding when an order will appear on your PCL, along with when the order will count towards qualifications.
- Customers who show as 'incomplete' will not count toward qualifications.
- Completed orders received before the daily cutoff count toward that day's qualifications unless noted.
- Completed orders received after the daily cutoff will count toward the following day's qualifications unless noted.

PRODUCT / SERVICE	DAILY CUTOFF	NOTES
<b>Flash Services</b>	6 PM ET	
<b>Fluent</b>	3 PM ET	
<b>IDSeal Titan</b>	6 PM ET	
<b>Sphere</b>	4 AM ET	Points count once Customer is in an approved status.
<b>TELUS Mobility</b>	8 AM ET	
<b>Truvvi</b>	6 PM ET	
<b>XOOM Energy</b>	6 PM ET	Ontario customers will remain in an "incomplete" status and will not count for qualifications until the 10 day cancellation period has passed and TPV is completed.

### **IMPORTANT NOTE:**

Don't wait until the last minute to acquire customers. The best way to ensure qualifications are met is to secure your customer orders within the appropriate timeframes listed in the table above for each product.

# GRACE PERIODS FOR EARNED POSITIONS - NORTH AMERICA

EFFECTIVE JANUARY 6, 2020



A grace period is the amount of time an RD or above has to regain qualifications in the event they drop below the qualification minimums of their earned position. In the event qualifications are not met prior to the end of the grace period, the IBO's position and compensation will be adjusted based on their true position.

- **RD: Must maintain position with 580 to 599 (max 200 points per leg) Total Customer Points.**

If the Total Customer Points drop below 580 points, RDs will have a grace period of 15 days. After the grace period expires, the IBO will need to have 600 points (max 200 points per leg) to re-qualify as a RD.

- **RVP: Grace Period of 2 months**

A grace period of 2 months is provided for those RVPs that have maintained the position for the previous 3 months. To maintain their positions, RVPs must have 3,000 Total Customer Points in their team.

- **SVP: Grace Period of RD and RVP legs**

An additional grace period of 2 months is provided for those SVPs that have maintained the position for the previous 3 months.

- **Platinum SVP: Grace Period of 2 months**

An additional grace period of 2 months is provided for those SVP Platinums that have maintained the position for the previous 3 months.

*There is no grace period for RVP Gold and Platinum status.*