

# NORTH AMERICAN COMPENSATION PLAN OVERVIEW

### Effective OCTOBER 1, 2023

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



#### 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.

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.

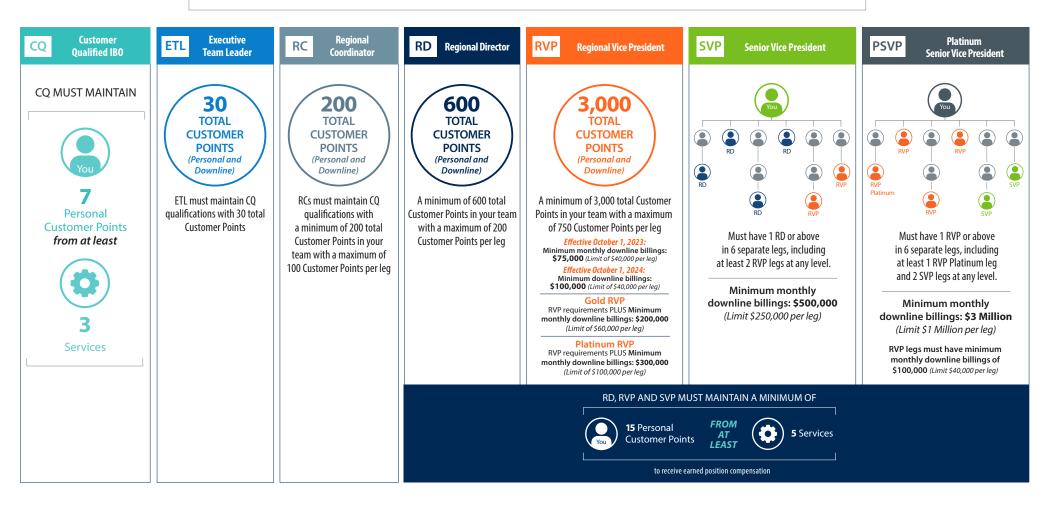


# **POSITIONS & QUALIFICATIONS**

#### 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.



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:

	Tel	ecommunica	ations and	Energy for	Identity Theft	QUALIFICATIONS FOR EACH COMMISSION LEVEL
Levels	i ci	Essential Se		Large Business	Protection for Business	Personal Customer Points
Personal		3-20%	ò	2%	8%	See PERSONAL COMMISSIONS explanation above.
1 2		4% 4%		1/2% 1/4 %	1% 1/2%	25
3	4%			1/4%	1/4%	50
5		4%				75
	RVP	Gold RVP	Platinum RVP			
Open Line RVP	1 1/2%	2 1/2%	3%	1/2%	1/2%	<b>Open Line Platinum RVP, Gold RVP 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 Platinum RVP, Gold RVP 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 Platinum RVP, Gold RVP 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	ne SVP 2% 1/29		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	5VP 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.		
Open Line Platinum SVP		1%				<b>Open Line Platinum SVP</b> commissions are paid on Commissionable Revenue generated from customer billings below your 5th level down to the 5th level of the first Platinum SVP in your downline. Commissionable Revenue capped at \$5 million.

#### **COMMISSIONS BY LEVEL & SERVICE**

The commission structure outlined above is effective with the October 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 in the document library of the Back Office 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	At least 8 Services & 16 Points	At least 11 Services & 22 Points	EARN <b>\$200</b>
FOR A TOTAL OF <b>\$200</b>	FOR A TOTAL OF <b>\$400</b>	FOR A TOTAL OF <b>\$600</b>	for every additional <b>3 Services</b> and <b>6 Points</b>

#### 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	Regional	Regional	Regional	Senior	Senior Vice
Team Leader	Coordinator	Director	Vice President	Vice President	President Platinum
Open Line	Open Line	Open Line	Open Line	Open Line + \$50	Open Line
<b>\$50</b>	+ \$100	+ \$100	+ \$100		+ \$50
		1 <sup>st</sup> Generation +\$100	1 <sup>st</sup> Generation + \$50	1 <sup>st</sup> Generation + \$25	
organization, <b>who are not u</b>	uses you earn when IBOs in your nder an IBO that has reached the		al CABs are bonuses you earn wh	, ,	

**same earned position** (or higher) that you have reached, acquire customers to become qualified within 30 days of their start date.

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

#### **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. 3 VEARS

# **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.



ACN	PRODUCT/SERVICE	CUSTOMER POINTS			MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
		Points count once the or after 100 day	customer has ys of service, wl	completed authentication hichever comes first.		
	RESIDENTIAL	Monthly Plan		Annual Plan		
	IDSeal Platinum Plan (1 adult) - 2 devices					
V IDSeal	<b>IDSeal</b> Platinum Plus Plan (1 adult + up to 10 kids) - 4 devices	2 points		6 points	- 000/	Life of Customer
	IDSeal Family Plan (2 adults) - 4 devices				80%	Life of Customer
	<b>IDSeal</b> Family Plus Plan (2 adults + 10 kids) - 8 devices	3 points		8 points		
	RESIDENTIAL					
Flash	<b>Flash Mobile</b> Talk & Text Plan: Up to 6 lines per account.	1	point per l	line	<b>80% Commissionable.</b> Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.	Life of Customer
Ported Numbers: Points count immediately once service is activated. New Numbers: Points count following 100 days	<b>Flash Mobile</b> <b>GiG Plans:</b> 4GB & 10GB Up to 6 lines per account.	1 line 2 lines 3 lines 4 lines 5 lines 6 lines	4 points 6 points 8 points 10 points 12 points 14 points	s 8 points 10 points s 5 12 points s 14 points	<b>80% Commissionable.</b> Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.	Life of Customer
of service.	<b>Flash Mobile</b> <b>Unlimited Plans:</b> 50GB & 75GB Up to 4 lines per account.	1 line 2 lines 3 lines 4 lines	4 points 6 points 8 points 10 points	8 points 10 points	<b>65% Commissionable.</b> Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.	Life of Customer
	<b>RESIDENTIAL &amp; BUSINESS</b>					
∆.vivint	Vivint Home Security & Automation		8 points		75%	Life of Customer
	RESIDENTIAL & BUSINESS					
	Vivint Essentials DIY		2 points		75%	Life of Customer
	RESIDENTIAL & BUSINESS					
(()) Impact	Impact Health Sharing	up to \$149 \$150 to \$349 \$350 to \$549	\$150 to \$349		Individuals and Groups of up to 15 accounts <b>40% Commissionable</b> Large Groups of 16+ Accounts <b>25% Commissionable</b>	Life of Customer
	RESIDENTIAL	Monthly Plan	1	Annual Plan		
TRU VI Lifestyle	Truvvi Gold Truvvi Platinum	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	CUSTO	MER POINTS	MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**	
	RESIDENTIAL					
	XOOM Energy Natural Gas	1	point		Life of Customer	
	XOOM Energy Electricity	2	points	35%***		
	BUSINESS		·			
XOON	<b>XOOM Energy</b> Natural Gas or Electricity - Multi-location Customer	1 poin	t per service	25%***	Life of Customer	
energy	XOOM Energy Natural Gas or Electricity - Small Business	2 point	s per service	35%***	Life of Customer	
	<b>XOOM Energy</b> Natural Gas or Electricity - <i>Medium Business</i> Submitted via Lead Pass Form	3 point	s per service	up to 25%***	Life of Customer	
	<b>XOOM Energy</b> Natural Gas or Electricity - <i>Big Business</i> Submitted via Lead Pass Form	4-8 poir	nts per service	up to 35%***	Life of Customer	
	Multi-location Customers include all customers with multip	ole locations re	gardless as to wheth	ner they enrolled through the XOOM Multi-location Enroll	ment process	
Sphare	<b>Sphere</b> New Merchants/Merchants Processing Over \$4,000 Processing/Month	3 points	<b>ргомотіон</b> 6 points	75%	Paid on Sphere Revenue for the Life of Customer	
oprere powered by TrustCommerce	<b>Sphere</b> New Merchants/Merchants Processing Less Than or Equal to \$4,000/Month		1 point	/5%		
	RESIDENTIAL					
dish	DISH Flex Plan	5	5 points	\$18	2 Years	
	DISH AT120, AT120 Plus, AT200 and AT250 Plans	5 points		\$35	2 Tedis	
	BUSINESS					
	DIRECTV COMMERCIAL BASIC PLUS	1 point		\$11		
	<b>DIRECTV</b> BUSINESS SELECT™ PACK	2	points	\$17		
	DIRECTV COMERCIAL ÓPTIMO MÁS PACK	2	points	\$17		
DIRECTV	DIRECTV COMERCIAL MÁS ULTRA™ PACK	2	points	\$23	3 Years	
	<b>DIRECTV</b> BUSINESS ENTERTAINMENT PACK	2	points	\$23		
	DIRECTV COMMERCIAL XTRA™	3	points	\$31		
	DIRECTV BUSINESS XTRA PACK	3	points	\$31		
	<b>DIRECTV</b> COMMERCIAL ENTERTAINMENT PACK	3	points	\$31		
	RESIDENTIAL					
	Spectrum Internet Plans	2	points	\$20		
	Spectrum Ultra Internet Plans	2 points	3 points	\$25		
Spectrum	Spectrum GIG Internet Plans	2 points	PROMOTION 3 points	\$30		
	Spectrum Voice	0	points	\$3	2.14	
	Spectrum Television	0 points	<b>PROMOTION</b> TV Select, TV Select Signature and Mi Plan Latino 1 point	\$3	2 Years	
	Spectrum Mobile	1 point per line	рани 2 points per line	\$15 per line		

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

### **UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE**

	PRODUCT/SERVICE	cu	STOMER POI	NTS	MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
	RESIDENTIAL					
😂 AT&T	AT&T Wireless					
	New Phone With Ported Number		1 point per line	5	\$20	2 Years
	RESIDENTIAL					
	DIRECTV via Internet or Satellite					
DIRECTV	Ultimate and Premier		3 points		\$30	
	Choice		2 points		\$25	3 Years
	Entertainment		1 point		\$18	_
	RESIDENTIAL	SINGLE SERVICE POINTS	2 SERVICE BUNDLE POINTS	3 SERVICE BUNDLE POINTS	Add DIRECTV (via Internet or Satellite) or bundled service poir	
	AT&T Internet					
ST&T	Speeds 25 Mbps to 100 Mbps	1 point	2 points	3 points	\$20	
	Speeds 300 Mbps	2 points	3 points	4 points	\$30	2 Years
	Speeds 500 Mbps	3 points	4 points	5 points	\$40	2 Years
	Speeds 1GB and Higher	3 points	4 points	5 points	\$45	
	Kinetic by Windstream Internet					
	Speeds up to 99 Mbps	1 point	2 points	3 points	\$17	
Winetic by windstream	Speeds 100 Mbps to 399 Mbps	2 points	3 points	4 points	\$22	2 Years
	Speeds 400 Mbps	2 points	3 points	4 points	\$25	2 Tears
	Speeds 1GB	2 points	3 points	4 points	\$28	
	Ziply Fiber Internet					
	DSL up to 115 Mbps	1 point	2 points	3 points	\$14	
	Fiber 200 Mbps	1 point	2 points	3 points	\$20	
	Fiber 1GB	2 points	3 points	4 points	\$27	2 Years
Tiber	Fiber 2GB	3 points	4 points	5 points	\$45	
	Fiber 5GB	4 points	5 points	6 points	\$55	
	Frontier Internet					
	DSL	1 point	2 points	3 points	\$15	
	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	2 Years
_	Fiber 1GB	3 points	4 points	5 points	\$35	
	Fiber 2GB and Higher	3 points	4 points	5 points	\$45	

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\*\*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 Ziply Fiber.



## **CANADA CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE**



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ACN	PRODUCT/SERVICE	CUST	OMER	POINTS	MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
	RESIDENTIAL					
🐨 IDSeal Titan	IDSeal Titan	Monthly Plar	n	Annual Plan	- 80%	
•	iDseai litan	1 point		5 points	80%	Life of Customer
TELUS	RESIDENTIAL					
TELUS	TELUS Mobile	2	points p	er line	\$18	30 Months
	RESIDENTIAL					
Florada	Flash Services Home Phone – Transfer Phone Number		2 poin	ts	65%	Life of Customer
	Flash Services Home Phone – New Phone Number		1 poir	ıt	65%	Life of Customer
	Flash Services Internet		5 poin	ts	65%	Life of Customer
_	BUSINESS					
Sphere	Sphere New Merchants/Merchants with Over \$4,000 Processing/Month	3 points <b>PROMOTION</b> 6 points		rion 6 points	75%	Paid on Sphere Revenue for the Life of
powered by TrustCommerce	<b>Sphere</b> New Merchants/Merchants Processing Less Than or Equal to \$4,000/Month	1 point			1370	Customer
Fluent	RESIDENTIAL & BUSINESS					
r iuej il	Fluent	5 points	PROMO	rion 8 points	75%	Life of Customer
	RESIDENTIAL					
	XOOM Energy Natural Gas	1 point	ALBEF PROMO	TA 2 points		
	XOOM Energy Electricity	2 points	ALBEF PROMO		35%***	Life of Customer
	BUSINESS					
XOON	<b>XOOM Energy</b> Natural Gas or Electricity – Small Business	2 points per service	ALBEF Promo		35%***	Life of Customer
energy。	<b>XOOM Energy</b> Natural Gas or Electricity – <i>Multi-Location</i> <i>Customer</i>	1 point per service			25%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity – <i>Medium Business</i> Submitted via Lead Pass Form	3 points per service		service	up to 25%***	Life of Customer
	<b>XOOM Energy</b> Natural Gas or Electricity – <i>Big Business</i> Submitted via Lead Pass Form	4-8 p	oints pe	r service	up to 35%***	Life of Customer
	Multi-location Customers include all customers with multiple	iple locations regardless as to whether they enrolled through the XOOM Multi-location Enrollment process				

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\*\*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.

# **CANADA CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE**

	PRODUCT/SERVICE	CUSTOMER POINTS				MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
		Mortgage		Mortgage Amount			
	RESIDENTIAL & BUSINESS	Term	<\$300K	\$300K to \$600K	>\$600K		
	8Twelve Mortgage A Lenders <sup>1</sup> : Purchase; Refinance; Switch/Transfer	1 to 4 years 5 years	2 points 3 points	4 points 6 points	6 points 8 points	\$15 for every \$100,000 mortgage	Mortgage Term
<b>B</b> Twelve Mortgage	8Twelve Mortgage B Lenders <sup>2</sup> : Purchase; Refinance	1 to 2 years 3 to 5 years	2 points 3 points	4 points 6 points	6 points 8 points	\$15 for every \$100,000 mortgage	Mortgage Term
(All markets except Quebec. Quebec is coming soon.)	8Twelve Mortgage B Lenders <sup>2</sup> : Renewal	1 to 2 years 3 to 5 years	1 point 2 points	2 points 4 points	3 points 6 points	\$7.50 for every \$100,000 mortgage	Mortgage Term
	<b>Private Lenders<sup>3</sup>:</b> Purchase; Refinance	1 year or less	3 points	6 points	8 points	\$15 for every \$100,000 mortgage	Mortgage Term
	RESIDENTIAL	Monthly	Plan Annual Plan		Plan		
<b>TRU VI</b> Lifestyle	Truvvi Gold Truvvi Platinum	2 poi 5 poi		5 points 8 points		80%	Life of Customer

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<sup>1</sup>A Lenders are known as "prime" mortgage lenders, including but not limited to, federally-chartered banks and provincially regulated credit unions.

<sup>2</sup> B Lenders are alternative quasi-regulated lenders, including Mortgage Finance Companies (MFCs) such as Trust Companies and Credit Unions. They are not directly regulated federally but indirectly follow regulations due to the nature of their business. <sup>3</sup> Private Lenders are unregulated lenders who may offer a private mortgage for those not approved by an A or B lender.