IBO **Refer-a-Friend** Program

Earn **a FREE* line of service** on your personal account
for every 5 Flash Mobile accounts acquired!

A Few Simple Steps:

Sign up for your own Flash Mobile account.

Spread the word by referring and signing up 5+ accounts.

Enjoy bill credits based on the number of your referrals.



The MORE qualified CUSTOMERS you sign up, the MORE bill CREDITS you will receive!

Continue receiving credits month after month for applicable lines for as long as your referred customers stay with Flash Mobile.

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

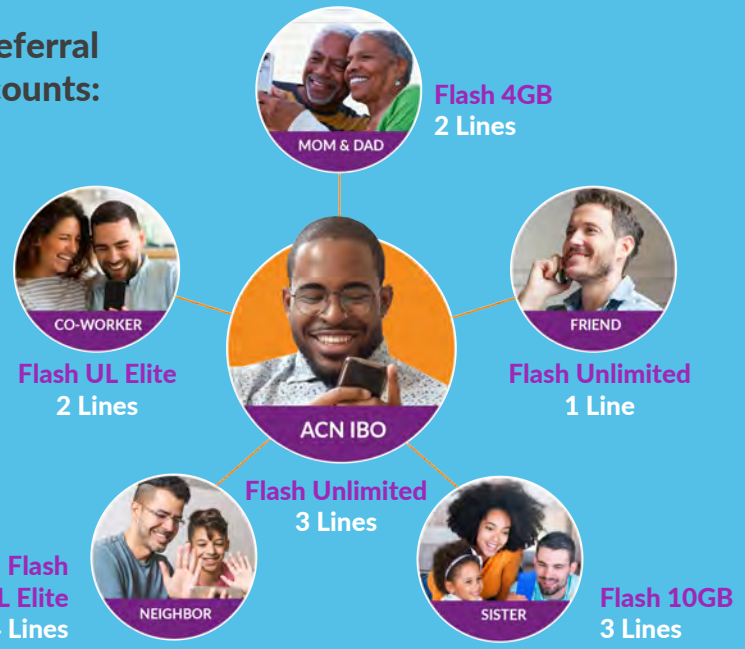
EXAMPLE 1

5 to 9 Flash Mobile Referral Accounts

ACN IBO
Flash Mobile Unlimited
3 Lines - **$97.50/mo.**

Earn 1-Line MRC
$60

5 Referral Accounts:



FLASH UNLIMITED

1 line	**$60.00**/line Total with Auto-Pay ($60/mo.)
2 lines	**$45.00**/line Total with Auto-Pay ($90/mo.)
3 lines	**$32.50**/line Total with Auto-Pay ($97.50/mo.)
4 lines	**$26.25**/line Total with Auto-Pay ($105/mo.)

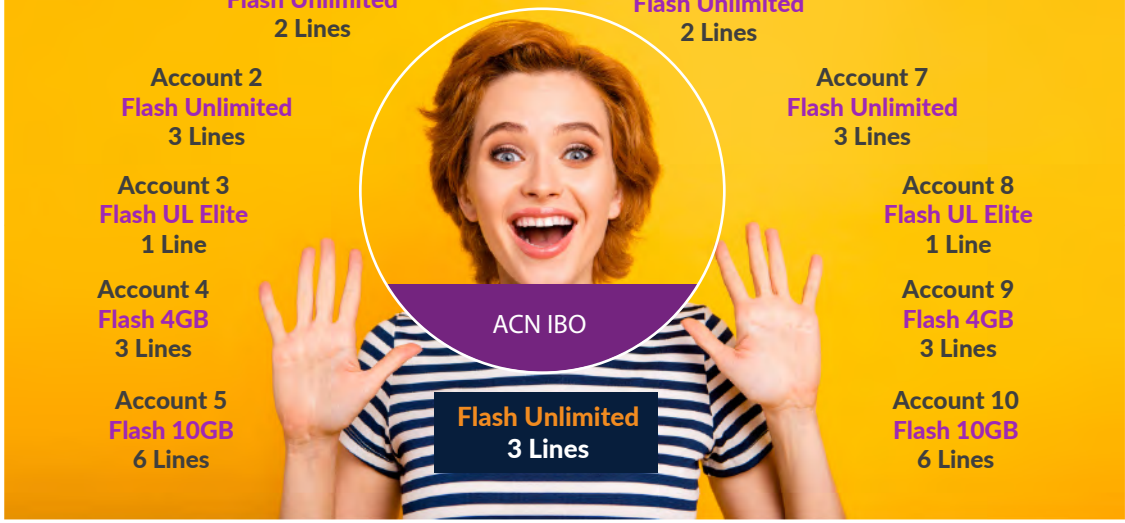
EXAMPLE 2

10 to 14 Flash Mobile Referral Accounts

ACN IBO
Flash Mobile Unlimited
3 Lines - **$97.50/mo.**

Earn 2-Line MRC
$90

10 Referral Accounts:



FLASH UNLIMITED

1 line	**$60.00**/line Total with Auto-Pay ($60/mo.)
2 lines	**$45.00**/line Total with Auto-Pay ($90/mo.)
3 lines	**$32.50**/line Total with Auto-Pay ($97.50/mo.)
4 lines	**$26.25/line** Total with Auto-Pay ($105/mo.)

EXAMPLE 3

IBOs may have a combination of customer accounts from either Flash Mobile or Flash Wireless

ACN IBO
Flash Mobile Unlimited
3 Lines - **$97.50/mo.**

Earn 1-Line MRC
$60

5 Referral Accounts:



FLASH UNLIMITED

1 line	**$60.00**/line Total with Auto-Pay ($60/mo.)
2 lines	**$45.00**/line Total with Auto-Pay ($90/mo.)
3 lines	**$32.50**/line Total with Auto-Pay ($97.50/mo.)
4 lines	**$26.25**/line Total with Auto-Pay ($105/mo.)

Important Definitions:

- **Referred Customer** – A Residential Customer used toward the 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.
- **Refer-a-Friend (RaF) –** Program Name.

Program Requirements:

IBO Eligibility

- Must be an active IBO, in good standing with ACN, and must have either a personal Flash Mobile or Flash Wireless account with no past due billing associated with that account to receive a credit.

Customer Eligibility

- Referred customers must have at least one ported line to count as a Qualified Customer. If a Referred Customer has opted for a new line, the line must be active for at least 100 days before it can count toward the IBO's Refer-a-Friend qualification and be eligible as a Qualified Customer.
- Referred 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 the IBO's Refer-a-Friend qualifications.

Customer Accounts Considered as Qualified Referrals

- IBO Refer-a-Friend applies to existing Flash Wireless and new Flash Mobile customers.
- IBOs may have a combination of customers from either Flash Wireless or Flash Mobile.
- Flash Mobile customers, as well as existing Flash Wireless Family Plan lines, will count as one Qualified Customer, regardless of the number of lines on the customer's account.
- Flash Wireless customer lines, except Family Plan lines, will count toward the IBO's Refer-a-Friend qualification, and the lines do not need to be on separate accounts.
- If an IBO has multiple lines on their personal, eligible Flash Wireless account, those additional lines do not count as Qualified Customers for the Refer-a-Friend qualification.
- IBOs with multiple Flash Mobile or 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 will also apply.

For example, if an IBO has two Flash Mobile accounts and only the first is receiving a Refer-a-Friend credit, the second account may be eligible for use toward the Refer-a-Friend qualification, subject to these Terms and Conditions.

- For a Referred Customer's line to qualify as a Qualified Customer, the Referred Customer must ensure the IBO's ID is included at the time the customer establishes their Flash Mobile account.
- An IBO's personal account, that is receiving Refer-a-Friend credit, is not eligible to be a Qualified Customer account toward future referrals.
- It is highly encouraged that an IBO refer and maintain more than the minimum of 5 Qualified Customers in the event one or more customer are no longer eligible to count toward the IBO's Refer-a-Friend qualification.

Calculation and Application of the Credit

Subject to these Terms and Conditions, the credit, associated with the applicable line for the IBO's eligible Flash Mobile or 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 on Flash Wireless), as applicable (see above), are maintained.

- The Refer-a-Friend qualification credit will be applied, by default, to the IBO's oldest active account or the account the IBO has claimed as "own service."
- If an IBO has 5 to 9 Qualified Customers, the credit will be equal to the 1-line MRC for the IBO's plan.

Example 1: IBO has Flash Mobile Service with 3 lines on the Unlimited 50GB plan. The IBO's total MRC (for all 3 lines) is $97.50. The IBO will receive a credit equal to the 1-line MRC on that plan, which is $60.

- If an IBO has 10 to 14 Qualified Customers, then the credit will be equal to the 2-line MRC for the IBO's plan.

Example 2: IBO has Flash Mobile Service with 3 lines on the Unlimited 50GB plan. The IBO's total MRC (for all 3 lines) is $97.50. The IBO will receive a credit equal to the 2-line MRC on that plan, which is $90.

- The same methodology applies for IBOs with 15 or more Qualified Customers and their personal account has 3+ lines.
- Credits may take up to two months to be applied. IBO must maintain eligibility, be in good standing and be an active Flash Mobile or Flash Wireless customer that is current on all billing at the time the credit is applied.
- Taxes, fees, and surcharges on the credit amount will apply, where applicable.
- If a Qualified Customer is later determined to be ineligible or otherwise invalid, Flash Mobile reserves the right to reverse the credit to the IBO.

Flash Mobile has the right to modify the IBO Refer-a-Friend Program at its discretion for compliance, administrative or other similar reasons at any time, with or without notice. Flash Mobile has the right to discontinue the IBO Refer-a-Friend at any time in Flash Mobile's sole discretion, provided that Flash Mobile will post notice at least 30 days in advance of such discontinuance. Should Flash Mobile discontinue the IBO Refer-a-Friend Program, qualifying credits will still be applied for a wind down 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.
4. All such Qualified Customer accounts or lines, as applicable, are maintained through the end of that wind down period.

Frequently Asked Questions

When will I receive my credit each month?

The Refer-a-Friend credit 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.

Must I be a Flash Mobile customer to take part in the Refer-a-Friend program?

As an IBO, you must have a Flash Mobile or Flash Wireless account. The customers used toward your qualifications can be a mixture of both Flash Mobile and Flash Wireless customers.

How will it impact my existing credit and qualifications if I am currently getting the Refer-a-Friend credit on my Flash Wireless account, but I want to switch my service to Flash Mobile?

If you maintain the required number of qualified customers, on either network, you will now receive the credit on your personal Flash Mobile account. Note, it may take up to two billing cycles to see the credit for any transfers from Flash Wireless to Flash Mobile.



How will it impact my credit and qualifications if I switch my Flash Wireless lines (from multiple accounts) to multiple accounts with Flash Mobile?

You may establish separate accounts for each of your lines (on Flash Mobile); however, the cost is higher than that of what you would pay to have multiple lines on one Flash Mobile account. Each account, not line, will count toward your Refer-a-Friend qualifications.

If I have one account on Flash Wireless and one on Flash Mobile, to which account will my Refer-a-Friend credit be applied?

By default, the Refer-a-Friend credit is applied to your oldest account. Therefore, in this scenario, it would apply to your Flash Wireless account. If you want to change the account to which the Refer-a-Friend credit is to be applied, you can select/change your preferred account on your PCL.

How do I flag my preferred account for the Refer-a-Friend credit?

- 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 Refer-a-Friend credit.