



COMPENSATION PLAN OVERVIEW

UNITED STATES



Effective **OCTOBER 1, 2024**

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

Updated on October 1, 2024

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.

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>CQ MUST MAINTAIN</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>7 Personal Customer Points <i>from at least</i></p> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>3 Services</p> </div>	<div style="border: 2px solid blue; border-radius: 50%; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <p style="margin: 0;">30 TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> </div> <p>ETL must maintain CQ qualifications with 30 total Customer Points</p>	<div style="border: 2px solid blue; border-radius: 50%; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <p style="margin: 0;">200 TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> </div> <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>	<div style="border: 2px solid blue; border-radius: 50%; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <p style="margin: 0;">600 TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> </div> <p>A minimum of 600 total Customer Points in your team with a maximum of 200 Customer Points per leg</p>	<div style="border: 2px solid orange; border-radius: 50%; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <p style="margin: 0;">3,000 TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> </div> <p>A minimum of 3,000 total Customer Points in your team with a maximum of 750 Customer Points per leg</p> <p>Minimum monthly downline billings: \$75,000 <i>(Limit of \$40,000 per leg)</i></p> <p>Gold RVP RVP requirements PLUS Minimum monthly downline billings: \$200,000 <i>(Limit of \$60,000 per leg)</i></p> <p>Platinum RVP RVP requirements PLUS Minimum monthly downline billings: \$300,000 <i>(Limit of \$100,000 per leg)</i></p>	<div style="text-align: center;">  <p>RD RVP</p> </div> <p>Must have 1 RD or above in 6 separate legs, including at least 2 RVP legs at any level.</p> <p>Minimum monthly downline billings: \$500,000 <i>(Limit \$250,000 per leg)</i></p>	<div style="text-align: center;">  <p>RVP Platinum RVP SVP</p> </div> <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>Minimum monthly downline billings: \$3 Million <i>(Limit \$1 Million per leg)</i></p> <p>RVP legs must have minimum monthly downline billings of \$100,000 <i>(Limit \$40,000 per leg)</i></p>
<p style="text-align: center;">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 white; padding: 5px; display: flex; align-items: center;">  <p style="margin: 0; font-weight: bold;">15 Personal Customer Points</p> </div> <div style="text-align: center; font-weight: bold; color: #00a651;">FROM AT LEAST</div> <div style="border: 1px solid white; padding: 5px; display: flex; align-items: center;">  <p style="margin: 0; font-weight: bold;">5 Services</p> </div> </div> <p style="text-align: center; font-size: small;">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.



COMMISSIONS AND RESIDUAL INCOME



ACN IBOs can earn monthly commissions based on the services that customers use on a monthly basis. The IBOs can earn commissions on the services used by customers that the IBO personally acquired, and services acquired by other IBOs on their team. As the services that ACN markets are services that customers subscribe to and use each month, the commissions on those services are referred to as residual income.

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%	
3	4%			1/4%	1/4%	50
4	4%			-----	-----	
5	4%			-----	-----	75
Open Line RVP	1 1/2%	2 1/2%	3%	1/2%	1/2%	Open Line Platinum RVP, Gold RVP and RVP 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 Platinum RVP, Gold RVP and RVP 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 Platinum RVP, Gold RVP and RVP 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).
1st Generation RVP	1%	1%	1%	-----	-----	
2nd Generation RVP	1/2%	1/2%	1/2%	-----	-----	
Open Line SVP	2%			1/2%	1/2%	Open Line SVP 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 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.
1st Generation SVP	1%			-----	-----	
Open Line Platinum SVP	1%			-----	-----	Open Line Platinum SVP 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.

The commission structure outlined above is effective with the October 2024 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. Refer to the specific Customer Bonus and Fast Start Bonus documents for US.*

NEW IBO PERSONAL CUSTOMER ACQUISITION BONUS

\$100

A New IBO Personal Customer Acquisition Bonus is paid when a new IBO becomes Customer Qualified within 30 days of their start date.

WEEKLY CUSTOMER ACQUISITION BONUSES (CABs)

Customer Acquisition Bonuses (CABS) are paid when a new IBO 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 \$50	Open Line + \$100	Open Line + \$100	Open Line + \$100	Open Line + \$50	Open Line + \$50
		1 st Generation + \$100	1 st Generation + \$50	1 st Generation + \$25	
<p>Open Line CABs are bonuses you earn when IBOs in your organization, who are not 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.</p>			<p>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.</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.

*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**
		Monthly Plan	PROMOTION	Annual Plan	PROMOTION			
	RESIDENTIAL	Monthly Plan	PROMOTION	Annual Plan	PROMOTION			
	IDSeal Platinum Plan (1 adult) - 2 devices	2 points	4 points	6 points	10 points	80%	Life of Customer	
	IDSeal Platinum Plus Plan (1 adult + up to 10 kids) - 4 devices							
	IDSeal Family Plan (2 adults) - 4 devices	3 points	6 points	8 points	12 points			
	IDSeal Family Plus Plan (2 adults + 10 kids) - 8 devices							
<i>Points count once the customer has completed authentication or after 100 days of service, whichever comes first.</i>								
	RESIDENTIAL							
	Flash Mobile Talk & Text Plan: Up to 6 lines per account.	1 point per line				80%***	Life of Customer	
	Flash Mobile GiG Plans: 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		80%***	Life of Customer		
	Flash Mobile Unlimited Plans: 50GB & 75GB Up to 4 lines per account.	1 line 2 lines 3 lines 4 lines	4 points 6 points 8 points 10 points		65%***	Life of Customer		
	<i>Ported Numbers: Points count immediately once service is activated. New Numbers: Points count following 100 days of service.</i>							
	RESIDENTIAL & BUSINESS							
	Vivint Home Security & Automation	8 points				75%	Life of Customer	
	Vivint Essentials	2 points				75%	Life of Customer	
	RESIDENTIAL & BUSINESS							
	Impact Health Sharing	Share Amount up to \$149 \$150 to \$349 \$350 to \$549 \$550 and Higher	2 points 4 points 5 points 6 points		Individuals and Groups of up to 15 accounts Large Groups of 16 to 49 accounts	40% 25%	Life of Customer	
	RESIDENTIAL	Monthly Plan	Annual Plan					
	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.

***Only the MRC is commissionable. Other billings (roaming, international, etc.) are not commissionable.



UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

	PRODUCT/SERVICE	CUSTOMER POINTS	MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**	
	RESIDENTIAL				
	XOOM Energy Natural Gas	1 point	35%***	Life of Customer	
	XOOM Energy Electricity	2 points			
	BUSINESS				
	XOOM Energy Natural Gas or Electricity - Multi-location Customer	1 point per service	25%***	Life of Customer	
	XOOM Energy Natural Gas or Electricity - Small Business	2 points per service	35%***	Life of Customer	
	XOOM Energy Natural Gas or Electricity - Medium Business Submitted via Lead Pass Form	3 points per service	up to 25%***	Life of Customer	
	XOOM Energy Natural Gas or Electricity - Big Business Submitted via Lead Pass Form	4-8 points per service	up to 35%***	Life of Customer	
<i>Multi-location Customers include all customers with multiple locations regardless as to whether they enrolled through the XOOM Multi-location Enrollment process</i>					
	BUSINESS				
	NMI: Merchants Processing \$1-\$4,000/Month	1 point****	75%	Paid on NMI Revenue for the Life of Customer	
	NMI: Merchants Processing Over \$4,000/Month	3 points****			
	RESIDENTIAL				
	DISH Flex Plan	5 points	\$18	2 Years	
	DISH AT120, AT120 Plus, AT200 and AT250 Plans	5 points	\$35		
	BUSINESS				
	DIRECTV COMMERCIAL BASIC PLUS	1 point	\$11	3 Years	
	DIRECTV BUSINESS SELECT™ PACK	2 points	\$17		
	DIRECTV COMERCIAL ÓPTIMO MÁS PACK	2 points	\$17		
	DIRECTV COMERCIAL MÁS ULTRA™ PACK	2 points	\$23		
	DIRECTV BUSINESS ENTERTAINMENT PACK	2 points	\$23		
	DIRECTV COMMERCIAL XTRA™	3 points	\$31		
	DIRECTV BUSINESS XTRA PACK	3 points	\$31		
DIRECTV COMMERCIAL ENTERTAINMENT PACK	3 points	\$31			
	RESIDENTIAL				
	Spectrum Internet Plans	2 points	\$20	2 Years	
	Spectrum Premier Internet Plans	2 points	PROMOTION 3 points		\$25
	Spectrum GIG Internet Plans	2 points	3 points		\$30
	Spectrum Voice	0 points			\$3
	Spectrum Television	0 points	PROMOTION TV Select, TV Select Plus, TV Select Signature, Mi Plan Latino 1 point		\$3
	Spectrum Mobile	1 point per line	PROMOTION 2 points per line		\$15 per line

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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.

****Points may be adjusted based on the actual or average processing volume.



UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

	PRODUCT/SERVICE	CUSTOMER POINTS			MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
	RESIDENTIAL					
	AT&T Wireless New Phone With Ported Number	1 point per line			\$20	2 Years
	RESIDENTIAL					
	DIRECTV via Internet or Satellite					
	Ultimate and Premier	3 points			\$30	3 Years
	Choice	2 points			\$25	
Entertainment	1 point			\$18		
	RESIDENTIAL	SINGLE SERVICE POINTS	2 SERVICE BUNDLE POINTS	3 SERVICE BUNDLE POINTS	Add DIRECTV (via Internet or Satellite) or AT&T Wireless to build your bundled service points.***	
	AT&T Internet					
	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	
	Kinetic by Windstream Internet					
	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	
	ZiPLY Fiber Internet					
	DSL up to 115 Mbps	1 point	2 points	3 points	\$14	2 Years
	Fiber Internet 50 Mbps to 300 Mbps	1 point	2 points	3 points	\$20	
	Fiber Internet 1GB	2 points	3 points	4 points	\$27	
	Fiber Internet 2GB	3 points	4 points	5 points	\$45	
	Fiber Internet 5GB	4 points	5 points	6 points	\$55	
	Frontier Internet					
	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	

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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 ZiPLY Fiber.



UNITED STATES CUSTOMER POINT SYSTEM & COMMISSIONABLE REVENUE

	PRODUCT/SERVICE	CUSTOMER POINTS	MONTHLY COMMISSIONABLE REVENUE*	DURATION OF POINTS AND COMMISSIONS**
BUSINESS				
	ADP Payroll & HR Solutions	NUMBER OF EMPLOYEES up to 10 employees	4 points	60%
		10 - 49 employees	6 points	
		MONTHLY RECURRING CHARGES \$1.00 - \$39.99	1 point	
	Business Internet	\$40.00 - \$79.99	2 points	40%***
		\$80.00 - \$109.99	3 points	
		\$110.00 - \$149.99	4 points	
		\$150.00 and up	5 points	
		Intermedia Digital Phone & Cloud Communications	up to \$24.99	
	\$25.00 - \$39.99	1 point		
	\$40.00 - \$49.99	2 points		
	\$50.00 - \$74.99	3 points		
	\$75.00 - \$99.99	4 points		
	\$100.00 - \$149.99	5 points		
	\$150.00 and up	6 points		

UNITED STATES REFERRAL PROGRAMS:



Refer-a-Friend

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



Get 5 & Get Rewarded

Receive a **BONUS** equivalent to the cost of your Annual IDSeal Subscription.****



PowerUP

Refer 12+ Residential Natural Gas or 12+ Residential Electricity customers and receive a **BONUS** equal to the average commodity charges.****

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 **Commissions are paid on Active customers only. The points and commissions will end when the customer's service is canceled.
 ***Only the MRC is commissionable. Other billings (roaming, international, etc.) are non commissionable.
 ****Conditions apply. Refer to the New IBO Back Office and the product-specific program for full details.