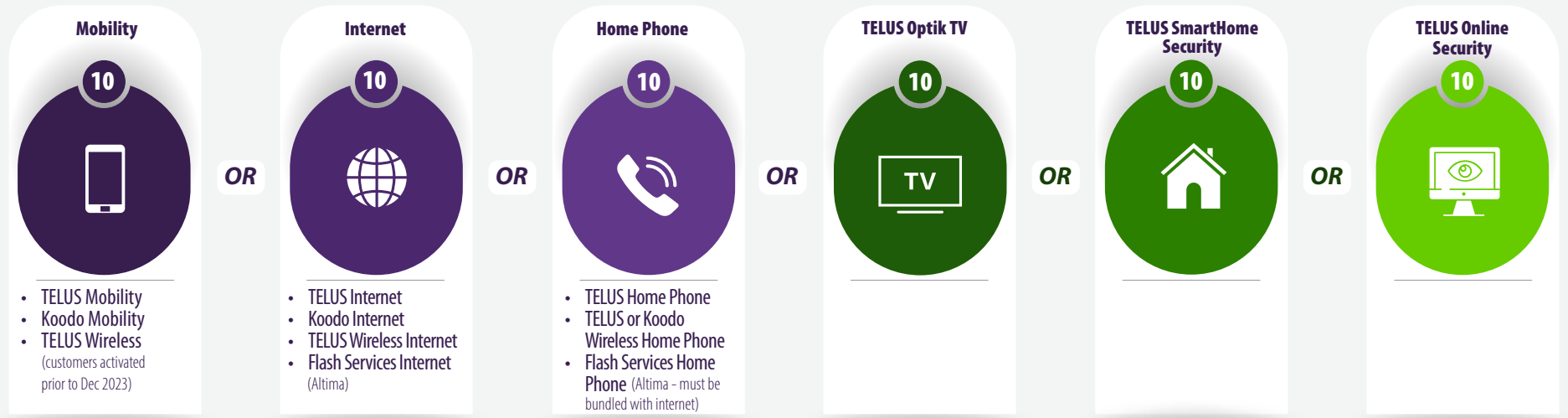


TELUS® kodo

Refer-a-Friend 10 Program

Qualifying Service Categories



NOTE: All customers must be from the same service category as your personal service to be considered qualified referrals.

Earn Your Credit With 3 Simple Steps:



STEP 1

Activate your own TELUS/Kodo service.



STEP 2

Refer **9 more** customers to the same service (you + 9 referrals = **10 total**).



STEP 3

From the Customer Detail section of your **Personal Customer List (PCL)**, select your personal account for each service to receive the credit (one account per service).



Receive a credit each month

as long as **all 10 customers** (including yourself) **remain active**.

Refer-a-Friend 10 Program

Terms & Conditions

IBO Eligibility

- Position must be active
- Personal TELUS/Kodo account must be in good standing
- Must have the same service as the 9 customer referrals

Examples:

- IBO has his/her personal TELUS Internet account; must have 9 customers with TELUS/Kodo Internet or be from a former Flash Services Internet customer – active with Altima. (Referrals can come from any of the 3 internet services.)
- IBO has his/her personal Kodo Internet account with 8 Kodo Internet customers and 1 Kodo Mobile customer; this will not count as 10 qualified referrals, as the products/services are not the same.

Qualified Referrals

- All customers must have one or more applicable TELUS or Kodo services that match an IBO's personal service(s).
 - Former Flash Services (Altima) customers count as a qualified product for Internet (or Internet + Home Phone).
- All customers must reflect **POINTS COUNTING** on the IBO's PCL.
- Specifically, for TELUS/Kodo Mobility, each active mobile line will count toward the required 10:
 - IBO has 1 TELUS/Kodo mobility line
= 1 qualified customer
 - Customer A has 4 TELUS/Kodo mobility lines
= 4 qualified customers
 - Customer B has 5 TELUS/Kodo mobility lines
= 5 qualified customers
 - TOTAL = 10 qualified customers!**

- ACN determines eligibility on the fifth calendar day of each month
- All customers must reflect **POINTS COUNTING** by this date (each month) to count.
 - ACN provides TELUS/Kodo qualified IBOs who have at least one (or more) personal TELUS/Kodo account(s) and 9 (or more) qualified customers for the same product as the IBO.
 - TELUS/Kodo will perform additional validation of the IBO's personal customers to ensure they are active with TELUS/Kodo.
- TELUS/Kodo may not apply the credit if their records conclude the customers is not active or the customer is delinquent with a past due balance.

IMPORTANT! We highly encourage IBOs to refer and maintain more than the minimum 10 referrals (including their own) in the event one or more are no longer eligible to count toward the Refer-a-Friend program or are determined (by TELUS/Kodo) they are not qualified.

Examples:

Qualifies

**you + 9 referrals = 10 total
with TELUS/Kodo Internet**

INTERNET SERVICES		1 (IBO)	TELUS Internet
		5	TELUS Internet
		4	Kodo Internet
		1	TELUS SmartHub Wireless Internet

Doesn't Qualify

**you + 8 mobility referrals = 9 total
customers with TELUS/Kodo Mobility**

The last referral is with Home Phone service doesn't qualify

MOBILITY SERVICES		1 (IBO)	TELUS Mobility
		4	TELUS Mobility
		4	Kodo Mobility
		1	TELUS OR Kodo Wireless Home Phone

Refer-a-Friend 10 Program

Terms & Conditions

Credit/Refund Rules

- Only one active TELUS/Koodo account per service will qualify for the credit.

Examples:

- IBO has his/her personal Koodo Mobile account and a TELUS mobile account with 20+ customers combined. Only one credit for either the Koodo or TELUS mobile account is permitted. IBO must ensure his/her personal service has been checked as the desired account to receive the credit.
- IBO has a personal TELUS Internet account with 9 qualified referrals and a personal TELUS Smart Home account with 9 qualified referrals, he/she will be qualified to receive 2 credits – one for each account, as long as the account is checked to receive the RaF credit from his/her PCL.
- All customers must be active and in good standing with TELUS/Koodo/Altima to receive the credit.
- For all **TELUS** accounts, including **Koodo Mobility**, a credit is applied to the IBO's personal account.
 - **The credit may take up to 2 months to appear on the IBO's account.**
- For **Koodo INTERNET** accounts, Koodo issues a credit in the form of a refund to the IBO's payment method on file.
 - **The refund may take up to 2 months to appear on the IBO's bank/card statement.**
- The monthly bill credit/refund applies to the monthly recurring charge (MRC) of each applicable TELUS/Koodo product/service.
 - The credit/refund does not include fees for equipment rental, international calling plans, unlimited usage plans, additional features, applicable taxes, fees, and/or surcharges.
 - The IBO is responsible for all charges (including taxes) beyond the MRC.
- The IBO will continue to receive the monthly credit for as long as his/her personal and the 10 referred customers' service remains active. ACN and/or TELUS/Koodo has the right to modify the Refer-a-Friend Program at its discretion for compliance, administrative or other similar reasons at any time, with or without notice.

- IBOs may open a case within the back office to inquire about eligibility if a credit/refund has not been applied, assuming all program requirements were met.
- If an IBO has confirmed he/she was qualified to receive the RaF credit/refund and has confirmed such from the Refer-a-Friend details in the back office, AND it has been at least 2 months, please open a case to inquire about the credit/refund status and/or eligibility.
- If a referred customer is later determined to be ineligible or invalid, TELUS/Koodo reserves the right to reverse the credit to the IBO.
- ACN and/or TELUS/Koodo has the right to discontinue the Refer-a-Friend program at any time in its discretion, provided that notification is given at least 30 days in advance of such discontinuance. Should the RaF program be discontinued, qualifying credits will still be applied for a period of up to 6 months following the discontinuance date assuming the following criteria is met:
 1. IBO's position is active
 2. IBO's personal TELUS/Koodo account remains in good standing
 3. 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 6-month period.

Former Flash Services Refer-a-Friend Program – IBO and Customer s

When Flash Services completed the migration to Altima, eligible IBOs and customers were grandfathered. Those participating in the Flash Services RaF program were transitioned into the TELUS/Koodo RaF program under the previous requirement of 5 (five) referrals. 5 referrals were defined in addition to the IBO's or customer's personal service. (This is slightly different than that of the current TELUS/Koodo RaF program.)

Effective April 30, 2025, former Flash Services RaF participants will be required to achieve a total of 10 internet (or internet + home phone) referrals to continue to qualify for the credit. This change will bring IBOs/customers into alignment with the TELUS/Koodo RaF program requirements.

IBOs and Customers: If currently part of the former Flash Services RaF program, a requirement of 10 TELUS/Koodo internet (or internet + home phone) customers, which can include transitioned Flash Services customers active with Altima, will need to be met by April 30, 2025, to qualify.

- **If an IBO** is not qualified by April 30, 2025, IBOs may simply continue to acquire TELUS/Koodo internet (or internet + home phone) customers to reach the required 10 referrals.
- **If a customer** is not qualified by April 30, 2025, customers may refer new TELUS/Koodo Internet (or internet + home phone) customers by providing their IBO the account number and name of the customer(s) they referred. The referring customer's IBO must contact IBO support or simply open a case in the IBO Back Office to ensure the new customer referral is applied to the referring customer.

While existing Altima customers can refer new customers (as part of the former Flash Services RaF program), the current TELUS/Koodo RaF program, which includes referrals to TELUS/Koodo mobile, smarthome, etc., is exclusive to IBOs.

Program and Credit/Refund Rules

- ACN determines eligibility on the fifth calendar day of each month:
 - All customers must reflect POINTS COUNTING on the IBO's PCL.
 - ACN will provide Altima a list of qualified IBOs/customers who have at least 10 internet (or internet + home phone) customers.
 - Altima will apply a credit to the IBO's/customer's personal account.
 - The credit will appear on the invoice following the credit based on the application date.
 - The credit may take up to 2 months to appear.
 - Altima may not apply the credit if their records indicate the IBO/customer or their referrals have a delinquent account.
 - If an IBO has confirmed he/she was qualified to receive the RaF credit/refund and has confirmed such from the Refer-a-Friend details in the back office, AND it has been at least 2, please open a case to inquire about the credit/refund status and/or eligibility.
- IBOs may also open a case to inquire on their customer's progress and referrals.

Refer-a-Friend 10 Program

Frequently Asked Questions

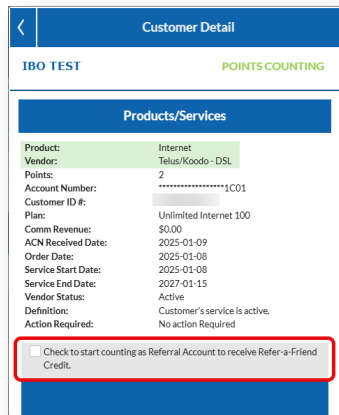
Q: Who can participate in the current TELUS/Kodo Refer-a-Friend Program?

Canadian IBOs who have their own personal qualifying account with TELUS or Kodo, are in good standing, and have at least 9 qualified customers.

Note: Former Flash Services Internet (or internet + home phone) customers may continue to participate at 5 referrals (in addition to their own) but will need to have 10 qualified referrals (in addition to their own) starting April 30, 2025.

Q: Am I required to flag my personal account from my PCL?

Yes. To receive a credit, you must select only ONE of your personal accounts to receive the credit. If you do not have your personal account selected, you may not receive credit, even if qualified.



Q: What services count toward the Refer-a-Friend program?

- **Mobility** – Any combination of:
 - TELUS Mobility
 - Kodo Mobility
 - TELUS/Kodo Wireless – Wireless customers prior to January 2024
- **Internet** – Any combination of:
 - TELUS Internet
 - Kodo Internet
 - TELUS Wireless Internet
 - Flash Services Internet (or Internet + Home Phone) that has been migrated to Altima
- **Home Phone** – Any combination of:
 - TELUS Home Phone
 - TELUS or Kodo Wireless Home Phone
 - Flash Services Home Phone that has been migrated to Altima (must be bundled with Flash Services Internet)
- **TELUS SmartHome Security**
- **TELUS Online Security**
- **TELUS Optik TV**

Q: I have my personal account checked from my PCL as my designated account for the RaF credit, but I didn't receive the credit. Why?

Assuming all program requirements have been met, check to make sure you have selected only ONE of your personal accounts for each applicable product. If you do not have your personal account selected, or have multiple accounts selected for the same product/service (whether yours or one of your customers) you may not receive credit, even if qualified.

Q: What if I have more than one TELUS account of the same service? Example: I have one Kodo Mobility account and one TELUS Mobility account.

You must designate only one of your personal accounts.

Q: I have 10 (or more) qualified mobility customers, but my personal service is with TELUS wireless (service established prior to December 2023). Am I eligible to receive a credit on my TELUS wireless account?

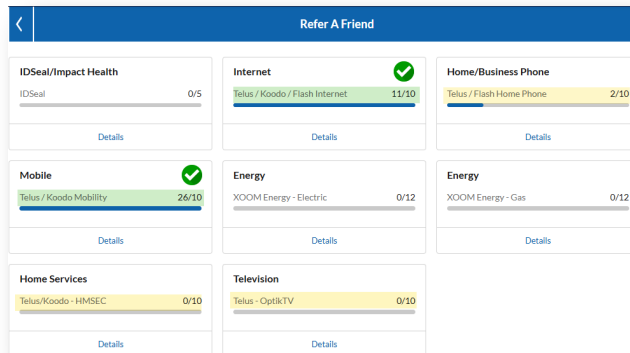
Yes. Please open a case within your back office and provide the account details for your TELUS wireless account.

Q: How will I know if qualify for the RaF credit?

Refer-a-Friend widgets are available in the IBO BO to show you how many mobile, internet, and home phone customers are counting toward your required referrals.

Be sure you have your personal TELUS/Kodo account designated as your preferred account for the program and have at least 10 qualified customers.

Refer-a-Friend View from the IBO Back Office *Applicable TELUS Products Highlighted*



A RaF widget is not available for TELUS Online Security customers. Please use your PCL to determine the number of active customers.

As a reminder, both ACN and TELUS/Kodo will perform validation for IBOs who qualify based on the program requirements. It may take up to 2 months for the credit to be applied.

Former Flash Services RaF Program for IBOs and Customers

Q: I have been qualified with 5 referrals for several months. However, one of my customers recently disconnected, leaving me with only 4 customers (in addition to my own personal service). Will one more customer requalify me for the credit?

Yes. Only one more customer is required to re-qualify. The program rules will change as of April 30, 2025, where 10 referrals/customers will be needed to qualify.

Important Exception:

- If you or your customer (who is participating in the former Flash Service RaF program) were not qualified with 5 referrals as of February 5, 2024, at least 10 internet (or internet + home phone) referrals will be required to qualify for the RaF credit.

Q: How do I claim new customer referrals on behalf of my former Flash Services customer?

1. Open a case within the IBO Back Office with the 'Case Type' – Refer-a-Friend.
2. Include the following information in your case:

- a. The Customer ID # found within the details of your customer from your PCL.
- b. If available, include the customer's Altima account number and name.
- c. Name(s) and account number(s) of the new TELUS/Kodo Internet (or Internet + Home Phone) customer(s).

ACN will ensure the referred customers are linked to your former Flash Services (Altima) customer.

