



## **ZoomOnline Referral Program Terms & Conditions**

### **1. Program Overview**

1. ZoomOnline ("ZO") offers existing customers the opportunity to earn referral rewards by referring eligible new customers to ZO fiber internet services. These Terms govern the participation, incentives, and eligibility requirements of the Program.

### **2. Incentive Payout Timeline**

- 2.1 Initial Reward: 50% of the referral gift card value will be issued upon:
  - 2.1.1 Successful service activation by the referred customer, and
  - 2.1.2 Full payment of their first recurring invoice.
- 2.2 Final Reward: The remaining 50% will be issued after the referred customer has:
  - 2.2.1 Maintained service for two additional consecutive months, and
  - 2.2.2 Paid their second and third invoices in full and on time.

### **3. Eligibility Requirements**

- 3.1 Participants must be 18 years or older, reside in the United States and be an active customer in good standing with ZO.
- 3.2 Referral codes can be used only by new customers, defined as individuals who:
  - 3.2.1 Are not current or returning ZO customers, and
  - 3.2.2 Have not had an active ZO account in the past 180 days.
- 3.3 Existing ZO customers may refer up to 10 eligible new customers every 12 months.

### **4 Referral Code Validity and Use**

- 4.1 Each referral code is valid for 12 months from the date of issuance.
- 4.2 After 12 months, the code must be renewed to continue participation.
- 4.3 Referral codes must be applied into the ZO Customer Portal or Mobile app at the time of sign-up by the referred customer to be eligible for rewards.

### **5 How to Refer**

- 5.1 Share your unique referral code via email, social media, messaging apps, or verbally.
- 5.2 The referred individual must enter the referral code during the ZO service sign-up process.



## **6. Important Program Limitations**

- 6.1 Self-referrals are strictly prohibited.
- 6.2 Multiple referrals to the same household address will be counted as a single referral.
- 6.3 If the referred customer fails to pay required invoices, the reward is forfeited.
- 6.4 If a referred customer's account is suspended, any remaining referral reward will be withheld.
- 6.5 If a referred customer fails to enter the referral code at the time of sign-up, no reward will be issued retroactively.
- 6.6 Both the referring customer and referred customer must maintain accounts in good standing to receive rewards.
- 6.7 In the event of a WIP (work in progress) cancellation before installation, the referral will be returned to the referrer's available referral pool.
- 6.8 In the event of the referred customer submitting a service disconnect, any remaining referral reward will be forfeited.
- 6.9 In the event that the referring customer disconnects their service with ZO, any remaining referral reward will be forfeited.

## **7. Fraud, Abuse & Disqualification**

- 7.1 ZO reserves the right to disqualify any participant from the Program, and/or withhold or cancel rewards, in cases of:
  - 7.1.1 Suspected fraud, manipulation, or misuse of the Program.
  - 7.1.2 Referrals submitted using false information or accounts.
  - 7.1.3 Attempted abuse of the incentive system, including circumvention of referral limits.

## **8. Modification or Termination**

- 8.1 ZO may modify or terminate the Referral Program and these Terms at any time, for any reason, with or without notice. In the event of termination, only qualified referrals completed prior to the termination date will be honored.

## **9. Compliance with Laws**

- 9.1 This Program is subject to all applicable federal, state, and local laws and regulations, including:
  - 9.1.1 Federal Trade Commission (FTC) regulations on referral incentives and disclosure.
  - 9.1.2 CAN-SPAM Act for electronic sharing of referral codes.
  - 9.1.3 State promotional laws, including restrictions in some states on gift cards or cash equivalents.




- 9.1.4 Participants are solely responsible for ensuring compliance with any applicable laws when promoting their referral codes.


## **10. Taxes**

- 10.1 Referral rewards may be considered taxable income. Participants are responsible for any applicable tax reporting or payments.
- 10.2 ZO may issue IRS Form 1099-MISC if required by law.

## **11. Contact Information**

- 11.1 For any questions or disputes regarding the Referral Program, please contact:

 [support@zoomonline.com](mailto:support@zoomonline.com)

 883-948-6296