



# NEW ZEALAND COMPENSATION PLAN OVERVIEW

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*EFFECTIVE 1 DECEMBER, 2021*

**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.

### Qualification Promotion\*

#### CQ Customer Qualified IBO

CQ MUST MAINTAIN



5

Customer Points  
from at least



3

Services

to receive earned position compensation

Acquire a minimum of 5  
Customer Points from  
at least 3 services.

Eligible for monthly Personal  
Customer Acquisition Bonuses

### EARNED POSITIONS:

#### ETL Executive Team Leader

**30**  
TOTAL CUSTOMER  
POINTS  
(Personal and  
Downline)

ETL MUST MAINTAIN  
CUSTOMER QUALIFIED  
STATUS

#### RD Regional Director

**600**  
TOTAL CUSTOMER  
POINTS  
(Personal and  
Downline)

A minimum of 600 total  
Customer Points in your team  
with a maximum of  
200 Customer Points per leg.

#### RVP Regional Vice President

**3000**  
TOTAL CUSTOMER  
POINTS  
(Personal and  
Downline)

3,000 Total Customer Points  
in their team  
(Maximum of 750 points per leg)

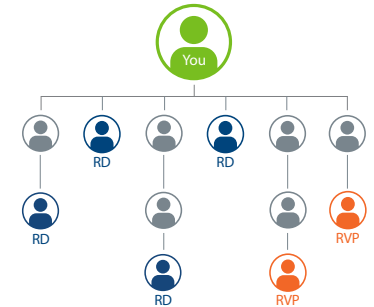
#### RVP GOLD

Minimum monthly  
Downline Billings: **\$200,000**  
(Limit of \$60,000 per leg)

#### RVP PLATINUM

Minimum monthly  
Downline Billings: **\$300,000**  
(Limit of \$100,000 per leg)

#### SVP Senior Vice President



Must have 1 RD or above in 6 separate  
legs, including at least 2 RVP legs.

Minimum Monthly  
Downline Billings: **\$500,000**  
(Limit \$250,000 per leg).

RD, RVP AND SVP MUST MAINTAIN A MINIMUM OF



15 Personal  
Customer Points

**FROM  
AT  
LEAST**



5 Services

to receive earned position compensation

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 commitment, persistence and effort. Individuals may not earn income and may lose money as an IBO.

ACN's Compensation Plan is subject to change without notice at ACN's discretion and for any reason.

\*New Zealand Independent Business Owners with a start date after 1 January 2019.

## MONTHLY RESIDUAL COMMISSIONS

Over time, the majority of your compensation will come from the residual income you earn from the services your customers use. Customer acquisition is the fuel for your business, creating long-term income. By teaching other people how to gain customers, you can build residual income for yourself.

### PERSONAL COMMISSIONS

As you acquire your own personal customers, you qualify to earn between 3% and 20% of their Monthly Commissionable Revenue based on their services. This percentage is based on your total number of Personal Customer Points:

1-39 Customer Points	= 3%
40-59 Customer Points	= 5%
60-99 Customer Points	= 10%
100-149 Customer Points	= 14%
150-199 Customer Points	= 17%
200+ Customer Points	= 20%

### OVERRIDING RESIDUAL COMMISSIONS

Schedule of commissions earned from customer acquisition in your organisation and Personal Customer Points required:

#### COMMISSIONS BY SERVICE

Levels	Telecommunications and Essential Services			QUALIFICATIONS FOR EACH COMMISSION LEVEL
				Personal Customer Points
Personal	3-20 %			See Box Above
1	3 %			40
2	3 %			40
3	3 %			60
4	3 %			75
5	3 %			75
	<b>RVP</b>	<b>Gold RVP</b>	<b>Platinum RVP</b>	
Open Line RVP	1.5 %	2.5 %	3 %	<b>Open Line RVP Platinum, RVP Gold and RVP</b> commissions are paid on 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 RVP Platinum, RVP Gold and RVP</b> commissions are paid on 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	0.5 %	0.5 %	0.5 %	<b>2nd Generation RVP Platinum, RVP Gold and RVP</b> commissions are paid on 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	2 %			<b>Open Line SVP</b> commissions are paid on customer billings below your 5th level down to the 5th level of the first SVP in your downline.
1st Generation SVP	1 %			<b>1st Generation SVP</b> commissions are paid on customer billings from the 6th level of the first downline SVP through the 5th level of the second downline SVP.

All paperwork necessary for IBO commission qualifications must be received by ACN no later than 2pm on the first Friday of the month. **Commission payments are generated on the third Friday of every month and lodged with your financial institution by the following Tuesday.**

## 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.

At least 3 Services & 5 Points	At least 5 Services & 10 Points	At least 8 Services & 16 Points	At least 11 Services & 22 Points
FOR A TOTAL OF <b>\$75</b>	FOR A TOTAL OF <b>\$150</b>	FOR A TOTAL OF <b>\$250</b>	FOR A TOTAL OF <b>\$350</b>

You earn **\$100** for every additional 3 services & 6 points after the first 5 services & 10 points

### Bonuses for NEW IBOs with a start date in December 2021:

#### ETL in 30 Days Fast Start Bonus

New IBOs with a start date in December who reach ETL in their first **30 Days with a minimum of 15 downline points** will receive a **BONUS of \$425**. This bonus is in addition to the **\$75 Personal Customer Bonus** earned above.

**\$425**

+

#### Team Customer Point Bonus

New IBOs with a start date in December who reach ETL in their first **60 Days with a total of 60 Customer Points including a minimum of 45 downline points** will receive a **BONUS of \$500**.

**\$500**

+

#### December NEW IBO Bonus Potential

New IBOs with a start date in December, can earn even more in their first 60 days, by achieving **the ETL in 30 Days Fast Start Bonus, the Team Customer Point Bonus AND the Personal Customer Bonuses**. By personally acquiring more customers, new IBOs have the following earning potential:

Monthly Personal Customer Bonus Earned	Total Bonus Earned
At least 3 Services & 5 points <b>\$75</b>	<b>\$1000</b>
At least 5 Services & 10 points <b>\$150</b>	<b>\$1075</b>
At least 8 Services & 16 points <b>\$250</b>	<b>\$1175</b>
At least 11 Services & 22 points <b>\$350</b>	<b>\$1275</b>

#### 30 DAY FAST START BONUS

**\$425**

#### TEAM CUSTOMER POINT BONUS

**\$500**

#### MONTHLY CUSTOMER BONUS

**\$75+**

=

**\$1000+**

Customers must be from New Zealand or Australia and completed, installed, active or activated by the 60th day after the IBO qualification period.

## WEEKLY OVERRIDING CUSTOMER ACQUISITION BONUSES (CABs)

**Overriding Customer Acquisition Bonuses (CABs) are paid when an IBO within your organisation 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 Team Leader	Regional Director	Regional Vice President
Open Line \$50	Open Line + \$150	Open Line + \$100
	1 <sup>st</sup> Generation + \$100	1 <sup>st</sup> Generation + \$50
<b>Open Line CABs</b> are bonuses you earn when IBOs in your organisation, <b>who are not under an IBO that has reached the same earned position</b> (or higher) that you have reached, acquire customers to become qualified within 30 days of their start date.		<b>Generational CABs</b> are bonuses you earn when IBOs in your organisation, <b>who are under an IBO that has reached the same earned position</b> (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.

# NEW ZEALAND 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 utilises a Customer Point system for each of its products and services. Services provide long-term residual income.

## Customer Point Values & Commissionable Revenue

### Security Services - ADT <sup>1</sup>

Plan	Customer Points	Monthly Commissionable Revenue	Duration of Points and Commission
Monitored Security Systems	2	50% of Monthly Plan Fee	Customer tenure up to contract term (30 months)
CCTV	2	20% of Monthly Plan Fee	Customer tenure up to contract term (48 months)
ADT FindU	1	50% of Monthly Plan Fee	Customer tenure up to contract term (12 or 24 months)
NevaAlone Private Medical Alarm	2	50% of Monthly Plan Fee	Customer tenure up to 12 months
Emergency Call Unit	2	50% of Monthly Plan Fee	Customer tenure up to contract term (24 months)
ADT Home Assist	2	50% of \$30 (inc GST)	Customer tenure up to contract term (48 months)

*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.*

### Terms and conditions:

**Accreditation** To receive qualifications and compensation for customers successfully referred to any ACN Pacific partner via ACN, IBOs must be current with their New Zealand accreditation requirements in accordance with ACN Pacific's policies. If an IBO does not complete the required accreditation training modules, including the NZ Customer Acquisition Code (CAC) Accreditation, prior to or within 90 days of a successful customer service referral then the IBO will not receive points, qualification or commissions for the customer's service.

**Monthly Billing refers to** standard monthly rate as determined within the "Customer Point System & Commissionable Revenue" table.

**Monthly Downline Billing** is the total monthly billing of your personal and downline customers.

**Monthly Commissionable Revenue** is derived from monthly billing 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.

**New IBO Bonuses:** If a customer cancels their service within the first 30 days, the service will immediately stop counting towards qualification and will result in automatic reversal of all bonuses.

**An IBO must maintain** the requirements for CQ (see page 2 of this document) in order to be eligible to be paid CABs, Commissions and Promotional Bonuses.

- Security Services (ADT)** - Customer Points will only be awarded on confirmed service activation. Customer Points are only awarded for new ADT customers. ADT Customer Points will be purged after the minimum term has elapsed or if the customer cancels their service, whichever occurs first, after which all points and commissions will be purged. Additional equipment is not commissionable.

## GRACE PERIODS FOR EARNED POSITIONS – NEW ZEALAND REGION

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EFFECTIVE 1 JANUARY, 2021

A grace period is the amount of time an RD or above has to regain qualifications in the event they drop below the qualification minimums of their earned position. In the event qualifications are not met prior to the end of the grace period, the IBO's position and compensation will be adjusted based on their true position.

- **RD: Must maintain position with 580 to 599 (max 200 points per leg) Total Customer Points.**

If the Total Customer Points drop below 580 points, RDs will have a grace period of 15 days. After the grace period expires, the IBO will need to have 600 points (max 200 points per leg) to re-qualify as a RD.

- **RVP: Grace Period of 2 months.**

A grace period of 2 months is provided for those RVPs who have maintained the position for the previous 3 months. To maintain their positions, RVPs must have 3,000 Total Customer Points in their team.

- **SVP: Grace Period of RD and RVP legs. An additional grace period of 2 months is provided for those SVPs who have maintained the position for the previous 3 months.**

*There is no grace period for RVP Gold and Platinum status.*