

Gigabit1 Rewards Referral Program

General Overview

- The referral program, attached to the Gigabit1 division, rewards active clients who refer potential new customers within the buildings that are part of the residential G1 network.
- For each referral submitted and completed, the referring customer will receive a \$ 40.00 credit to their service account with AeroNet.
- Each client can receive up to a maximum of six (6) credits per year, which is equivalent to a maximum of \$240.00 annually.
- The twelve (12) months period will begin on the date the referral program is activated in your building.

Referring Client - Eligibility and Requirements

- Customers may submit referrals if they live in any of the participating buildings of the residential G1 network, currently holds an active status on their account and does not have any outstanding balance or pending payments.

Process for Submitting Referrals

The referred client can reside in the same building or any of the participating buildings of the G1 network. The referred customer must use the unique link within 30 days after the promotional email is sent. After that period, the referral will not be valid, and the link will be deactivated.

1. Visit the link provided in the promotional email and complete all required fields.
 - Information required about the referring client:
 - Account's holder name
 - AeroNet's account number
 - Name of the building where you reside
 - Information required about the client you are referring to:
 - Full name
 - Email address
 - Telephone number
 - Name of the building where they reside

2. Once you submit your referral, you will receive an email notifying you that your referral was successfully received. Notification of receipt is not a guarantee that the referral will be processed or awarded.

Credit Disbursement Policy - Referring Customer

1. The credit will be applied to the customer's account 45 days after the referred customer's installation is completed.
2. Referring customers **cannot** stop payments. You must have your account active, and with a \$0 balance at the time, the credit will be applied to your account.
3. There are several reasons, outside of AeroNet's control, why a referral is not be completed. As a result, said referral would not apply for credit to the client who submitted it. Some of the reasons are, but are not limited to:
 - a. **NLOS "No line of sight"** - The installation was not completed due to lack of access in the apartment/residence of the referred client.
 - b. **Cancellation of service** by the referred customer within 45 days after the new account is activated.
 - c. **Referral Duplicity** - The client was referred by someone else. In this case, the referral will be assigned to the client who first sent the information through the official <inster link> mechanism.
 - d. **Lack of payment** by the referred client within 45 days after the account is activated.
 - e. **Referral refusal by the referred client** - The credit will not be applied if the referred client did not accept the invitation within the stipulated period of thirty (30) days).
4. The customer will receive a notification via email when a completed referral is credited to their account. Similarly, if the credit for a referral does not proceed due to any of the reasons outlined in point three (3), the system will send an automatic notification informing you of the cancellation of said referral.
5. All credits and values obtained in the "Gigabit1 Rewards" Referral Program will not be subject to a physical refund (money) in any case and may only be applied to the referring client's invoices.

Referred Customer - Eligibility and Steps to Take

- To be eligible as a referred customer, the participant must reside in one of the participating buildings of the residential G1 network.

- The referred client must accept the invitation sent via email within 30 days after receipt, using the unique link to complete the form. After 30 days, the invitation will be invalid, and the link will be disabled.
- The client who activates the G1 service through a referral will obtain the **installation free of cost** at the subscription time. The referred customer must subscribe to a **24-months** service contract to redeem the installation for free.
- Offers cannot be combined. If the building where the referred customer resides has another active offer at the time of accepting the referral, only the offer tied to this program will be honored.

Additional Terms and Conditions:

1. If more than one person refers to the same neighbor or friend, the referral will be granted to the first person who submitted the referral, and the date of submission through the official mechanism will be taken as the selection criteria.
2. Clients disconnected for non-payment are not eligible to participate in the referral program.
3. The referral program is exclusive to buildings in the Gigabit1 network. Does not apply to residential AeroNet (Business Broadband) customers.
4. The referral program does not apply to commercial customers in any of AeroNet's divisions.
5. New customers who subscribed to the service through the referral program can refer other neighbors/friends under the same terms and conditions of the program.
6. The referral program does not apply to the administration office of participating buildings - only bona fides residents of the building can submit referrals.