

Referral Rewards Terms & Conditions

Program Definitions: M² Connections Referral Rewards: A program designed to provide existing customers who become referral sources (Referring Contacts and Referring Companies) with incentives to actively offer referrals to M² Connections.

Referring Contact: Individual client contact who refers or introduces a new client prospect to M² Connections.

Referring Company: The client organization that employs the Referring Contact.

Referred Customer: The new client prospect (does not have a current service contract with M² Connections) that is referred or introduced to M² Connections by the Referring Contact.

Subscription Services:

Fees charged by M² Connections for monthly services under the standardized M² Connections plan (contracts).

Referral Credit:

The amount that M² Connections credits the Referring Company in monthly subscription services.

Referral Compensation: The amount that M² Connections issues to individual Referring Contacts in addition to the Referral Credit awarded to their Referring Company.

How to earn compensation and service credits with M² Connections:

- Existing customers (Referring Contacts) refer new client prospects (Referred Customers) to contact M² Connections or facilitate the introduction of new client prospects (Referred Customers) to M² Connections. When a Referred Customer has entered into a service contract with M² Connections and has paid for 2 months of service, the Referring Company and Referring Contact are each eligible for individual compensation. The Referring Company earns a credit equal to the invoice amount of the Referred Customer's first month of service, excluding non-recurring installation or construction expenses. Referring Company service credits that are greater than the Referring Company's monthly service invoice will be held over and applied to subsequent monthly invoices. Referral credits cannot be redeemed for cash, project estimates or hardware purchases. The Referring Contact is compensated as follows: - 1st referral that becomes an M² Connections client: \$50 gift card (American Express) - 2nd referral that becomes an M² Connections client: \$100 gift card (American Express) - 3rd and all subsequent referrals that become M² Connections clients: \$200 gift card (American Express) 2. Existing customers (Referring Contacts and/or Referring Companies) refer new client(s) to contact M² Connections or the Referring Contact and/or Referring Company supplies M² Connections with Referral Customer information and offer to facilitate M² Connections' introduction to the Referral Customer. Compensation/credit process is the same as listed in point 1. How Referring Company credits are earned and calculated: Each Referring Company may earn up to \$5,000 in credits to be applied toward their monthly service subscription invoices. Credits may be used at any time during the Referral Company's active contract with M² Connections. Unused credits will expire with no cash value. How Referrals are confirmed: Each Referring Contact and/or Referring Company must confirm the Referred Customer's information with M² Connections by email to sales@M2Connections.com This e-mail address is being protected from spam bots, you need



JavaScript enabled to view it within 10 business days of contacting their Referred Customer in order to be eligible for service invoice credit(s) and/or individual compensation(s). M² Connections will issue a Referral Confirmation email to each Referring Contact within 5 business days after receiving the Referring Contact's initial confirmation email. Claims to service invoice credit(s) and/or individual compensation(s) will be subject to this confirmation process and exceptions may be made at the discretion of M² Connections.

- How Referring Company credits are paid: Following M² Connections' receipt of the new client's first 2 monthly payments and prior to issuance of the new client's 3rd monthly invoice, M² Connections will automatically apply credit amount(s) to the account of the Referring Company that is equal to the "first month" invoice of their corresponding Referred Customer. The Referring Company's account is credited within 30 days after M² Connections has received the 2nd payment from the Referred Customer. The Referring Company earns a credit equal to the invoice amount of the Referred Customer's first month of service which M² Connections will automatically credit toward (deduct from) the amount owed on the Referring Company's monthly service contract invoice. Referring Company service credits that are greater than the Referring Company's monthly service invoice will be held over and M² Connections will automatically apply the overage amount to subsequent monthly invoices. Referral credits cannot be redeemed for cash or applied to project estimates or hardware purchases.
- How Referring Contact compensation is paid: Following M² Connections' receipt of the new client's first 2 monthly payments and prior to issuance of the new client's 3rd monthly invoice, M² Connections will issue payment in the form of a gift card to the corresponding Referring Contact in accordance with the following criteria: - 1st referral that becomes an M² Connections client: \$50 gift card (American Express) - 2nd referral that becomes an M² Connections client: \$100 gift card (American Express) - 3rd and all subsequent referrals that become M² Connections clients: \$200 gift card (American Express) Payment to the Referring Contact will be issued within 30 days after M² Connections has received the 2nd payment from the Referred Customer. Expiration: Credits that are not used within 3 years will expire with no cash value. Eligibility -Referring Contact and Referring Company eligibility: Clients with an active M² Connections subscription contract are eligible to participate in this referral program. -Referred Customer: Clients that are currently NOT under subscription contract with M² Connections. To determine if a company is already under contract with M² Connections, contact M² Connections' sales department Sales@M2Connections.com . A Referral Contact will be compensated for qualifying Referred Customers as listed above. Notifications: Referring Contacts will be receive notification of compensation amounts via email when a Referred Customer has entered into a contract with M² Connections. Referral Contact compensations will be sent by regular mail. Referring Companies will be notified via email of earned service credit amounts and these amounts will be itemized on the Referring Company's monthly service invoice.
- Disputes: Should there be any disputes around how a particular credit is earned, tracked or paid, please submit the details in writing to: M2 Connections Referral Rewards Program P.O. Box 3250 Oxford, Alabama 36203
- Program duration: M² Connections reserves the right to change, discontinue or otherwise alter this program, terms, conditions and any compensations stated or implied without notice.

