

1. Purpose

The purpose of this policy is to define the terms and conditions of the Waterloo Fiber Referral Program. This program is designed to reward eligible customers who refer new customers to Waterloo Fiber.

2. Scope

This policy applies to all Waterloo Fiber residential internet customers participating in the Referral Program.

3. Eligibility Requirements

To qualify for the Waterloo Fiber Referral Program, the following conditions must be met:

1. The referring customer must be an **active Waterloo Fiber customer** at the time of referral and at the time the credit is applied.
2. The referred customer must provide the referring customer's **first and last name or service address** to ensure proper identification.
3. The customer referring or referred **cannot** be:
 - o A Waterloo Fiber employee or person residing at the same service address.
 - o A Waterloo Fiber Board Member or person residing at the same service address.
4. This referral program may be combined with Waterloo Fiber's two-month free promotion.
5. **There is no limit to the number of referrals an eligible customer may make.**

4. Referral Process

1. Referral information will be collected when Waterloo Fiber Customer Support Representatives contact the referred customer to schedule installation.
2. The referred customer must become an active Waterloo Fiber customer for the referral to qualify.
3. Referral eligibility will be verified before credit is applied.
4. The referred customer must provide referral information before services are activated; referrals cannot be accepted after service connection.

5. Referral Credit

1. The referral credit will equal **one (1) month of the referring customer's internet package at the time of referral. The credit will equal the cost of the internet service only.**
2. The credit:
 - o Does **not** include additional equipment rentals.
 - o Does **not** include add-ons or other services.

3. The credit will be applied to the total cost of the bill once the referred customer becomes active.
4. The credit will appear on the referring customer's **next monthly billing statement**.
5. Referral credits **cannot be used to cover unpaid balances** from previous billing cycles.

6. Account Restrictions

1. Customers **may upgrade** their internet package while referral credit is on the account.
2. Customers **may not downgrade** their internet package while referral credit remains on the account.
3. If services are terminated for any reason, any remaining referral credit will be **forfeited**.

7. Program Limitations and Modifications

Waterloo Fiber reserves the right to:

1. Verify eligibility and referral information.
2. Deny credits that do not meet program requirements.
3. Modify, suspend, or terminate the Referral Program at its discretion.

8. Compliance

1. Referral rewards have no cash value and are not transferable to other customers.
2. The program may not be used in conjunction with other promotional offers unless explicitly stated.
3. Fraudulent or deceptive referral activity (e.g., creating false accounts) will result in disqualification and may lead to termination of service at the discretion of the utility.
4. The Waterloo Fiber Board may choose to renew, modify, or terminate the program at any time.