



StandardBroadband

Residential Customer Referral Program

What is the Program

The Standard Broadband Customer Referral Program is our way of saying thank you for your confidence in our service. Your trust in us is why you have told someone else about our services and we want to thank you for the vote of confidence. Word of mouth for any business is one of the most important ways to attract new customers. The program provides you with a credit against your account for every customer you send our way who signs up with us.

How Does the Program Work?

In order to receive a credit the person signing up with Standard Broadband needs to tell the sales agent that you referred them. The agent will create a referral note on the account and after the new customer has been online with Standard Broadband for three (3) months, a credit will be posted to your account and applied to the next billing cycle.

Who is eligible? Only new customers to Standard Broadband service are eligible for you to use as a referral, customers who have already signed up with Standard are not eligible to be used for a referral credit. Customers who have cancelled service with Standard Broadband and wish to re-connect may do so however they will only be eligible for you to use as a referral if they have not been a customer for twelve (12) months. For example, if John Smith cancelled service on Nov 1, 2011 and then wished to re-connect with Standard in Jan 2012 he would not be eligible for you to use as a referral. If he were to re-connect in Dec 2012 then he would be eligible for you to use as a referral. The program is limited to residential customers only.

Is there a limit to the number of referrals? There is no limit to the number of customers that you can refer.

How much credit will you receive? You will receive a \$25.00 credit for each customer that signs up and is installed with Standard Broadband.

When are credits applied? Your account will receive a \$25.00 credit after the customer that you referred has been installed for a period of three (3) months.

How are multiple credits applied? If you have multiple referrals you will receive one credit per billing cycle for each customer. For example if you were to refer two customers in Jan you would receive one credit in April and one in May.

For more information or questions about the Customer Referral Program please contact our sales department at 905-203-0174.