

INTERNET CUSTOMER REFERRAL PROGRAM TERMS AND CONDITIONS

The GVEC Internet customer referral program is designed to show our appreciation to new customers and existing customers who recommend GVEC Internet to friends, family, neighbors and acquaintances by rewarding each, the new referred customer (referral) and the referring customer (referrer), a one-time \$25 bill credit.

The following terms and conditions apply:

- New customer referrals must subscribe to GVEC Internet and remain a customer for at least 30 days.
- A referral is not eligible for the credit if they were a previous GVEC Internet customer within the past 30 days.
- Credits will be applied to the next billing cycle for both referrals and referrers.
- Credits may apply to only primary residential accounts.
- Referrer's Internet account must be active and in good standing. Former customers whose service has been disconnected or current customers who have a current past due balance exceeding 30 days will not receive bill credit.
- There are unlimited referrals; an existing customer can get credit for multiple referrals who sign up for GVEC Internet as specified by these terms and conditions.
- The referral is not valid if received after the prospective customer has already subscribed to GVEC Internet and is awaiting installation.
- Referral and referrer credits only apply to monthly service cost; no credits shall apply to monthly equipment rental fees.
- If same the referral is referred to GVEC Internet by two different referrers, only one referrer credit will be issued to the first referrer.
- Current customers moving or upgrading service are not eligible as referrals.
- Customers participating in all-in ACP plans are not eligible for this credit program offer.
- Customer referral program credits have no cash value.
- Commercial Internet accounts are not eligible for participation in this program.
- GVEC Internet service must be available to the referred customer at the time of the referral.

Effective October 10, 2023