



# *Opportunity* **PROGRAMS GUIDE**



## **Introducing Stream's Opportunity Programs**

Imagine being able to put the money you'd normally spend on your energy or wireless bills toward something else, like paying off debt or taking a much-deserved vacation.

Thanks to Stream's Free programs\* and CustomerPLUS, there is a clear, friction-free path to that very outcome. As an Associate, you have the unique opportunity to earn bonuses beyond what's laid out in your Compensation Plan, just by enrolling customers in Stream Services.

These programs are comprised of three opportunities: Free Energy, Free Wireless and CustomerPLUS. You can participate in these programs just by doing what you're already doing to build your business: sharing Stream Services with your friends and family.

Every new, qualified Stream Energy or Wireless customer you enroll puts you on track to earn additional bonuses. So, the more customers you enroll, the more you can earn!

Take a look.

\*We can't eliminate charges from third parties, so always remember that "free" applies only to the services portion of your bill and not to other items like taxes and passed-through fees.



# Free Energy

Free Energy\* lets you earn bonuses based on your Energy customer acquisition efforts. When you enroll 15 new, qualified residential customers (including yourself, if you're a customer), you can earn a bonus of up to 100 percent\* of their average energy charges.

## Earn Along the Way

You don't need to wait until you have 15 customers to start earning. You can earn partial Free Energy bonuses as you build your customer base!

From the date of your first bonus, you'll have five months to earn a partial Free Energy bonus, on your way toward earning the full Free Energy bonus.

## How to Get Started

1. Opt in to the Free Energy program in your Power Center.
2. Share Stream Energy (electric or gas) with 15 new qualified customers.
3. Earn!



Even if Energy Services aren't available in your market, you can participate without having an Energy account of your own.

If you're building your business in a dual-commodity market, you can earn a Free Energy bonus for electricity and gas services—but you must qualify separately for each. For an electricity Free Energy bonus, you need to enroll 15 qualified electricity customers. For a gas Free Energy bonus, the

same rule applies: 15 qualified gas customers.

## What Counts as a Qualified Customer?

Before they count as "qualified customers," each customer must meet the following qualifications:

- ✓ Be a newly-enrolled residential customer
- ✓ Complete one full billing cycle
- ✓ Pay invoice by the due date (applicable to TX, GA, DE)
- ✓ Be in good standing with Stream
- ✓ Not on a deferred payment plan

Tip: We recommend enrolling more qualified customers than the minimum requirement. This gives you a cushion in case one or more customers fail to meet the qualification requirements or don't pay their bill.

## Getting Paid

Once you start enrolling qualified customers, we'll keep track of everything and notify you as soon as you've earned a partial or full Free Energy bonus.

We calculate and pay your bonus amount on the 15th of every month, along with your MEI. We take the average of your top 15 qualified customers, sorted by highest usage, and give you the average of their highest energy charges.

You'll receive your bonus payment just like any other payment from Stream: on your Freedom by Stream debit card or directly to your ACH account.

\*Excludes taxes and fees. Bonus may be provided to you in the form of a debit card administered by a third party not affiliated with Stream. Use of the debit card, including any fees, will be governed solely by the Terms and Conditions of the third party and will not be the responsibility of Stream. Stream accepts no liability for lost, damaged or stolen cards or funds placed on the card issued to you or any fees related thereto.

# Free Wireless

Similar to Free Energy, Free Wireless\* lets you earn bonuses based on your Stream Wireless customer acquisition efforts. When you start enrolling wireless devices (including your own, if you're a customer), you can immediately start qualifying to earn your Free Wireless bonus.

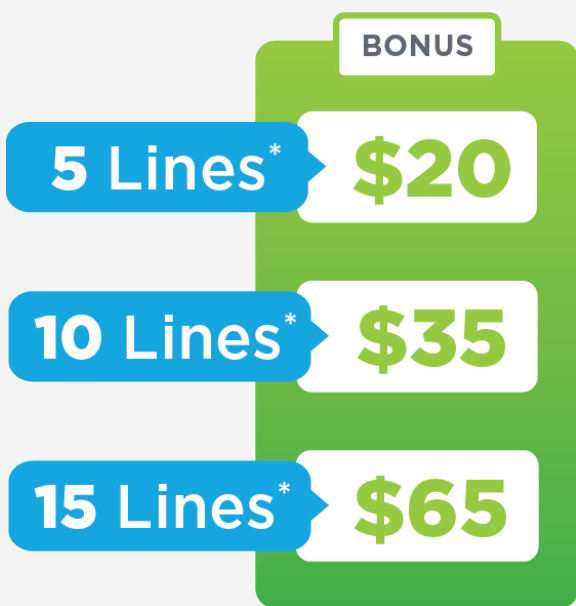
## How to Get Started

To start earning Free Wireless, there's no opt-in required. As soon as you start enrolling wireless lines, you're on your way.

1. Share Stream Wireless with friends, family and neighbors.
2. Earn!

## Earn Along the Way

Start earning a partial Free Wireless bonus when you've enrolled just five qualified lines.



You'll continue to earn a bonus with five and 10 qualified lines as you work toward 15 for the first five months after qualifying for your first Free Wireless bonus. At this point, you'll continue to earn a bonus if you have 15 qualified lines.

## What Counts as a Qualified Wireless Line?

The Free Wireless bonus is based on number of wireless lines—not customers. Any line that belongs to you or your personally-enrolled Stream Wireless customer that doesn't have a past due balance when we evaluate your progress will count.

Additionally, customers must:

- ✓ Be a newly-enrolled customer
- ✓ Complete one full billing cycle
- ✓ Pay invoice by the due date
- ✓ Be in good standing with Stream

Tip: We recommend enrolling more qualified lines than the minimum requirement. This gives you a cushion in case one or more customers fail to meet the qualification requirements or don't pay their bill.

## Getting Paid

Once you start enrolling wireless lines, we'll keep track of everything and notify you as soon as you qualify for a partial or full Free Wireless bonus.

On the 15th of every month, we'll evaluate your lines and you'll receive a flat bonus amount, depending on how many qualified lines you have.

You'll receive your bonus payment just like any other payment from Stream: on your Freedom by Stream debit card, or directly to your ACH account.

\*Excludes taxes and fees. Bonus may be provided to you in the form of a debit card administered by a third party not affiliated with Stream. Use of the debit card, including any fees, will be governed solely by the Terms and Conditions of the third party and will not be the responsibility of Stream. Stream accepts no liability for lost, damaged or stolen cards or funds placed on the card issued to you or any fees related thereto.

# CustomerPLUS

CustomerPLUS was created to deliver you a friction-free path to unlimited income potential. It increases the amount of income you earn for personally enrolling qualified Energy customers and Wireless lines—something you're already doing to build your business.

## How to Get Started

Recall that a new Associate's goal is to get 15 Personal Customer Points within their first 90 days with Stream to maximize their immediate income potential. CustomerPLUS kicks in just beyond that, giving you extra motivation to keep going.

When you have a total of 30 qualifying Personal Customer Points, you can start earning with CustomerPLUS.

## What Counts as a Qualified Customer?

Your customers must meet the following qualifications to count toward your goal:

- ✔ Be a residential or commercial Stream Energy (electric or gas) or Wireless customer
- ✔ Be active for 60 days




Tip: We recommend enrolling more qualified customers than the minimum requirement. This gives you a cushion in case one or more customers fail to meet the qualification requirements or don't pay their bill.

## Getting Paid

For every 15 qualifying Personal Customer Points you enroll (starting at 30), you'll earn a one-time \$500 bonus plus \$200 in monthly recurring income.



	MONTHLY INCOME		ONE-TIME BONUS
PCB 30	\$200	+	\$500
PCB 45	\$400	+	\$500
PCB 60	\$600	+	\$500

 Associate     Personal Customer Bonus     Customer Points

# Payment Rules

Because Free Energy, Free Wireless and CustomerPLUS are forms of recurring income, MEI payment rules apply. The following situations could affect your payments for these three programs.

## Attrition

When customers cancel services, your customer count goes down.

## Meter reads

Certain months have shorter billing windows, resulting in Customer Points being reported and paid twice for that given month.

## Fully paid invoice

In many of our markets, only customers who pay 100% of their invoice contribute to your MEI payment in that given month. Partially paid invoices would not count toward your goal.

## Minimum usage

You qualify for all forms of MEI on a monthly basis. If a customer falls below minimum usage levels, they will not count toward your qualified customer count. Minimum usage rules are:

- ✔ Electricity (all markets): <250 kWh
- ✔ Georgia gas: <10 therms
- ✔ All other gas: <25 therms

## MEI Multiplier

Depending on the market, the energy service type, and a fixed amount of higher usage in that month, certain Customer Points may contribute a bonus multiplier of 0.5 or higher for that given month.

- ✔ Georgia residential gas customers who bill 200 therms or more trigger 1.5x standard MEI.
- ✔ TX and Northeast residential electricity customers who bill 3000 kWh or more trigger 1.5x standard MEI.
- ✔ All other residential gas customers who bill 250 therms or more trigger 2x standard MEI.
- ✔ All Commercial Customers count as 1 point regardless of their tier of usage.

## Need More Info?

If you have questions or would like to learn more about our Stream Opportunity Programs, feel free to reach out to Associate Support at 214-800-4500 or talk to your upline. We're more than happy to help, and look forward to helping you build your business!