

VoIPLine Telecom Pty. Ltd. t/a VoIPcloud Wholesale (ABN: 19 140 167 834, ACN: 601 820 142) (VoIPcloud, VoIPLine) operates a "referral" program (the Offer) designed for existing VoIPcloud customers (referrer) who purchase services through a Channel Partner. When the referrer introduces a new customer (referred customer or referee) to purchase services from the same Channel Partner they purchase a VoIPcloud service from, both the referrer and the referred customer will receive an applicable ongoing rebate or commission applied to their VoIPcloud account balances. The rebate or commission amount is calculated from the referred customer's paid invoices. This Offer is subject to the following terms, conditions, and eligibility criteria:

1.0 About this offer

- 1.1 The following terms and conditions are supplemental to the [Master Service Agreement](#) and shall apply in the Contract.
- 1.2 The meaning of words that start with a capital letter, are indicated in the definitions section at the end of this document.

2.0 For both parties to be eligible to receive this offer:

- a. The referred customer must not have a current VoIPcloud account and must never have previously signed up for a VoIPcloud service;
- b. The referrer must send the referee their unique referral link using methods provided within the customer portal referrals tab;
- c. Then the referee must accept the referral to confirm that the existing VoIPcloud customer referred them;
- d. To receive the applicable invoice rebate or commission, the referrer and the referred customer must each have an active VoIPcloud service and verified account at the time that their individual invoice rebate or commission are applied to their account;
- e. Both the referrer and the referred customer must purchase VoIPcloud services through the same Channel Partner; and
- f. The Channel Partner must have enabled use of the VoIPcloud referral program and set a rebate and commission percentage for their customers within their VoIPcloud partner portal.

3.0 Where both the referrer and the referred customer meet the eligibility criteria:

- 3.1 Each will receive a credit applied to their VoIPcloud account based on the rebate and commission percentages set by the Channel Partner. These percentages are calculated from the referred customer's paid invoice value and continues to apply to all future paid invoices. If the Channel Partner updates the rebate or commission percentages, the new percentages will take effect immediately.
- 3.2 You can check your rebate or commission percentage by logging into the customer portal, navigating to the "Billing" section, and selecting "Referrals."
- 3.3 The invoice rebates and commissions can be used towards future invoices until the total value is exhausted; and will continue to accumulate as more invoice rebates and commissions are earned from the referred customer's paid invoices.
- 3.4 Invoice rebates and commissions can be redeemed as an account balance payout under the following conditions:
 - a. Provide VoIPcloud with a valid invoice that includes your ABN and applicable tax details.
 - b. The invoice must meet the minimum payout amount of \$100 AUD.
 - c. Include your Australian bank account details on the invoice, as payouts are processed in AUD only.
 - d. If you are not registered for GST, the GST amount will be deducted from your account balance before the payout.
 - e. Use "referral services" as the invoice description.
 - f. Email your invoice to accounts@au.voipcloud.online.
 - g. Allow up to 14 calendar days for payments to be processed from the date the payout is submitted.
 - h. Identity verification must be completed before the payout. Our accounts team will contact you and guide you through the verification process.

- 3.5 Either the referrer or the referred customer is free to cancel all or any of their VoIPcloud services at any time. However, if a customer cancels all their VoIPcloud services prior to all or any portion of an invoice rebate or commission being applied to their account, the referrer and referred customer will forfeit any remaining invoice rebate or commission provided under this offer.
- 3.6 This offer is only valid if the referred customer confirms the referral using the unique referral link provided by the referrer within 31 days of signing up for a VoIPcloud account. Otherwise, neither the referrer nor the referred customer will be eligible.
- 3.7 The invoice rebates and commissions cannot be transferred to another account, person or party.
- 3.8 Invoice rebates and commissions are not redeemable for an account balance payout unless the conditions in item 3.4 above are met.
- 3.9 This offer may be cancelled, varied or withdrawn by VoIPcloud at any time on prior written notice.
- 3.10 This offer may be cancelled, varied or withdrawn by your Channel Partner at any time without written notice.

4.0 Definitions

Channel Partner; *resells VoIPcloud services to customers and has a signed Channel Partner agreement with VoIPcloud.*

Commission; a percentage of a paid invoice rewarded to the Referrer. The percentage can vary and is configured by the Channel Partner.

Rebate; a percentage of a paid invoice rewarded to the Referee. The percentage can vary and is configured by the Channel Partner.

Referee; is the new customer who accepts the invitation of the existing customer.

Referrer; is an existing customer who invites a new customer to try the service.

If you have any questions about how this offer may apply to you, please contact us by phone +61 3 906 77700, email support@au.voipcloud.online.