



Customer Referral Rebate Flow

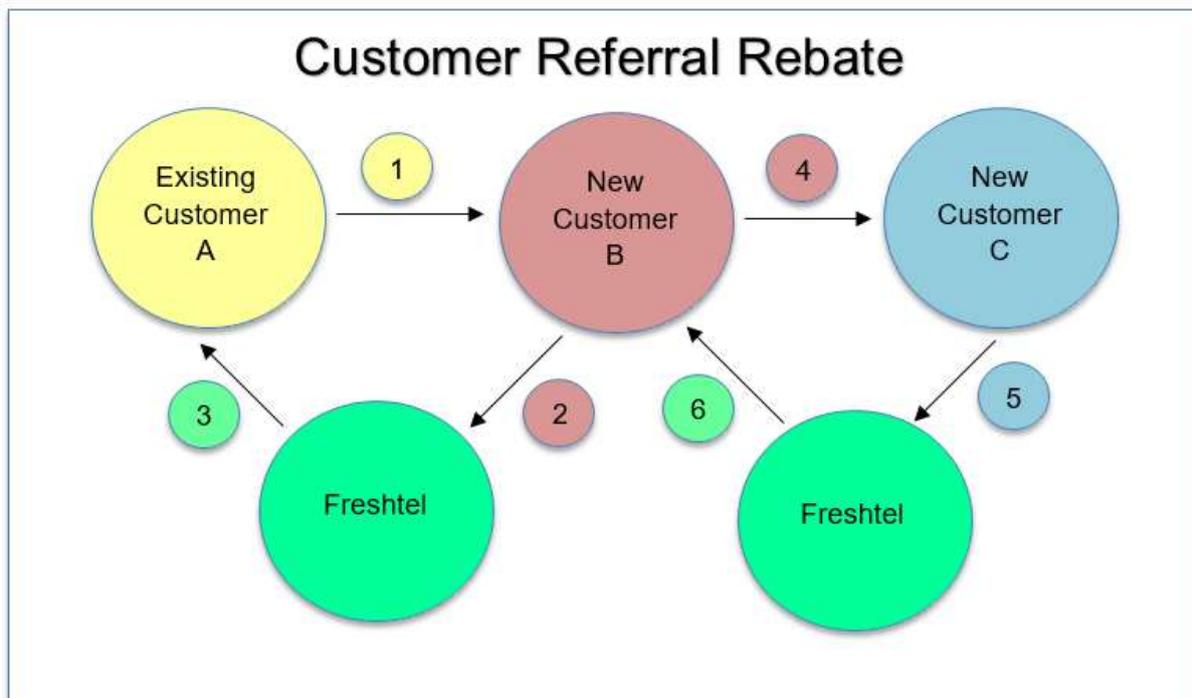


Diagram description below:

- 1) Freshtel existing Customer A introduces new Customer B to subscribe for Freshtel Broadband services.
- 2) New Customer B applies for Freshtel Broadband services.
- 3) Freshtel gives 5% rebate to Customer A. This 5% rebate is based on Customer A broadband services package and does not include voice services. This 5% rebate is monthly recurring as Freshtel will continue to give 5% rebate to Customer A every month provided Customer B does not terminate Freshtel services. Customer A needs to refer minimum 20 customers to Freshtel at 5% per referral to eventually enjoy a full free monthly service (Broadband only) i.e. $20 * 5\% = 100\%$
- 4) Freshtel existing Customer B introduces new Customer C to subscribe for Freshtel services.
- 5) New Customer C applies for Freshtel Broadband services.
- 6) Freshtel gives 5% rebate to Customer B, not Customer A even though Customer B is introduced by Customer A. This 5% rebate is based on Customer B broadband services package and does not include voice services. This 5% rebate is monthly recurring as Freshtel will continue to give 5% rebate to Customer B every month provided Customer C does not terminate Freshtel services. Customer B needs to refer minimum 20

customers to Freshtel at 5% per referral to eventually enjoy a full free monthly service (Broadband only) i.e. 20 * 5% = 100%

Additional Notes

- 1) This Campaign is only applicable for referral of NEW customers to Freshtel and is NOT applicable for Plan Upgrades
- 2) To obtain a Registration form, please call 03-9078-2963 or email questions@freshtel.my or Personal Message us at <https://www.facebook.com/freshtelgroup/>. Please inform us the location that you intend to obtain the referral & we will forward you the registration form.
- 3) Once you obtain the signed Registration form from your referral, please populate the following with your details & email questions@freshtel.my **and remember to fill the email subject with the word 'REFERRAL'**. Our team will contact the referral for further follow-up with the remaining supporting documents for the registration.

SECTION F: REFERRAL INFORMATION

Note: One (1) Application is entitled to one (1) referral only

Referral Name: Contact No.:

Account Code:
(For Existing Customer Only)

Agent ID Code:
(For Agent Only)

Referral Signature:

- 4) A 'Statement of Referral' will be emailed to you every month for you to track your referees. In the future, we will provide the Statement in our customer portal <https://portal.freshtel.my/web/login> where you will be able to retrieve your Statement.