Upgrade Plans

Upgrade plans are offered on NET10 and Simple Mobile brands. Customers will earn upgrade points every time they redeem one of these plans as shown in the table below. Once the customer accrues 18 points, they will be eligible for up to \$300 discount that can be used towards their next phone upgrade.

These upgrade plans include:

- ✓ Unlimited Talk & Text
- Unlimited International Text
- √ 30 service days

NET 10	ILD	4G LTE DATA	Upgrade Points	Upgrade Discount
Service Plan				
\$60	100 Min	8GB	1 Point	\$300
\$70	200 Min	8GB	1.5 Points	\$300
\$80	300 Min	8GB	3 Points	\$200

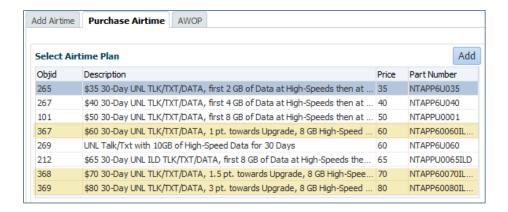


ILD calling to Canada landline/mobile and Mexico landline only.

Simple Mobile Service Plan	ILD	4G LTE DATA	Upgrade Points	Upgrade Discount
\$50	100 Min	2GB	1 Point	\$300
\$60	200 Min	2GB	1.5 Points	\$300
\$70	300 Min	2GB	3 Points	\$200

Upgrade Plans can be purchased through:

- ✓ NET10 and Simple Mobile Websites
- ✓ TAS





Once a customer has earned 18 points, they are eligible to apply their discount towards a phone upgrade. They must log into their My Account and click on the upgrade link that will redirect them to a 3rd party vendor (Quality One Wireless). From there, they will select a new phone and the discount will be applied during checkout.



Note

- When purchasing airtime via TAS, make sure to select the correct service plan that includes the number of upgrade points.
- Only offer these plans to customers that already have upgrade points. Customers with no
 upgrade points will not be able to see these upgrade plans on the web and you must not
 offer it in TAS.
- Do not use the upgrade point's workforce pins for airtime conversions. Follow the guidelines of when to use the workforce pin for these plans.

Reward Points in TAS

Go to ESN menu then select Reward Points.

1. Info

✓ Points: shows amount of points accrued.

✓ Amount: monetary equivalent to amount of points accrued. If it shows 0, it means

that the minimum amount of points necessary to upgrade (18) has not

been reached.

✓ Message: a placeholder for any important messages pertaining to the account.

2. Compensate

✓ Action: to add (ADD) or deduct (DEDUCT) points to the device when necessary. If you

are not trained, transfer the call following the transfer guidelines in Agent

Support.

3. Reward Points/Reward Benefits

✓ Shows the transactions where points have been added or removed. The points field contains amount of points per transaction.





Note

- The customer must log into My Account to purchase airtime and see points balance.
- They are free to switch between upgrade and non-upgrade plans; however, they will only earn points for the upgrade plans. They will not lose their points.
- The discount can only be applied:
 - ✓ towards a phone upgrade within the same brand
 - ✓ towards the purchase of a new phone
 - √ 18 point intervals.
- The discount cannot be used to purchase airtime.

The customer can accumulate upgrade points with a mixture of upgrade plans. The upgrade discount will be based on the plan that was redeemed the most. For example:

✓ Redeem Six (6) \$60 Upgrade Plans: accumulated 6 Upgrade points
 ✓ Redeem Four (4) \$70 Upgrade Plan: accumulated 6 Upgrade points
 ✓ Redeem Two (2) \$80 Upgrade Plan: accumulated 6 Upgrade points

In this example, the customer has a total of 18 points and redeemed the \$60 upgrade plan the most, so they will receive a \$300 upgrade discount.

✓ If the customer already accrues 18 points, the system will convert it to discounts and the points displayed in the info section will be 0.



✓ If the customer has more than 18 points (21 points), the first 18 will be converted to a discount and only the remaining points will be displayed in the points section.



Upgrade Plans

Auto-Refill

This option will be available for the upgrade plans. The upgrade points will be applied to the account each time the customer's credit/debit card is charged for one of the upgrade plans. The customer is not eligible to receive any other auto-refill benefits (such a discount or additional data).

Reserve

If a customer adds airtime to their reserve, the upgrade points will be applied to their account once the airtime is added from reserve.

Phone Upgrades/Warranty Exchanges

The points will be transferred with either the MIN or ESN.

Ports

If a customer ports out their MIN, they will lose all points.