

TekSavvy ReferAll Program Full Rules

What is the TekSavvy ReferAll Program?

When you (a “**Referrer**”) refer a friend, family member, or business (each a “**Referee**”) to TekSavvy during the offer period, and both you and your Referee meet the eligibility requirements below, you’ll both receive a bill credit of \$25.00/month for 2 months.

Current TekSavvy Customers (Referrers) Eligibility Requirements:

1. To be an eligible Referrer, you must be either:
 - A. a current TekSavvy residential customer with an internet service with a monthly value of \$25 or greater, before taxes; or
 - B. a current TekSavvy business service customer with an internet service with a monthly value of \$25 or greater, before taxes.
2. Log into your MySavvy customer portal to access your unique referral code. If you need help with this, you can feel free to call into our customer support at 1-877-779-1575 (for residential customers) or 1-877-313-1575 (for business customers).
3. Share your unique referral code with your Referee who is new to TekSavvy.
4. If your Referee qualifies and activates a new TekSavvy business or residential internet service for at least 2 consecutive months on an Eligible Plan, you will receive a bill credit of \$25/month for 2 months. Eligible Plans are any TekSavvy internet package with a maximum download speed of at least 50 Mbps. Your first bill credit will be applied on your next TekSavvy invoice following the start of the Referee’s second month at TekSavvy, as long as you are not receiving any separate promotional offer. If you are receiving a separate promotional offer at that time, your first bill credit will be applied once your other promotional period ends. You can refer as many Referees as you like, but the maximum credit you can receive in any given month is \$25. For example, if you refer two people, you will be eligible for \$100 in non-refundable bill credits at a rate of \$25 monthly over 4 months.

New TekSavvy Customers (Referees) Eligibility Requirements:

1. To be eligible, you must use the referral code provided by your Referrer at the time you **place your order**. You must also be a new TekSavvy customer: this means you must be at least 90 days from your most recent service termination.
2. If you activate a new TekSavvy business or residential internet plan with a maximum download speed of at least 50 Mbps, using a valid referral code, you will receive an immediate credit of \$25.00 on your first invoice at the time of purchase. You will receive your second \$25 credit on your next monthly invoice for a total of \$50 in bill credits.

FAQ – for Referrers (Existing TekSavvy customers)

Who can I refer?

Friends, family, or businesses who are not current TekSavvy Solutions Inc. customers and have not had services with TekSavvy for at least 90 days. TekSavvy employees, contractors, or persons acting on TekSavvy's behalf are excluded from this referral program.

How do I make a referral?

It's super easy. To make a referral, visit mysavvy.teksavvy.com and log into the TekSavvy customer portal. If you are eligible for the program, you will find a link in the portal that will reveal your unique referral code. Then, follow the steps above to complete your referral.

What is MySavvy and how do I set it up?

MySavvy is the TekSavvy customer portal where customers can check their account balance, monthly usage, modify their services, or even view their referral code. Visit login.teksavvy.com/Account/Register and follow the instructions on screen. You can also visit mysavvy.teksavvy.com and click the "Click here to register" link.

How many friends can I refer?

We love the fact that you want to introduce your friends, family, and businesses to TekSavvy. That's why we love you. For the duration of the ReferAll program, your unique referral code will be valid for as many friends, family, and businesses as you refer, but credits will not stack in the same month. Instead, each successful referral will give you another 2 months of \$25 monthly credits, starting after your last set of credits completes. For example, if you successfully refer 3 new customers, you would be eligible for 6 months of \$25 monthly credits on your bill!

What if my friend, family member, or business is already a TekSavvy customer, can we both still get a referral credit?

No, in order to qualify for a referral credit, your friend/family member/business must be a **new** TekSavvy customer who subscribed and provided your unique referral code at checkout. A customer will be considered new to TekSavvy if it has been at least 90 days since they last terminated services with TekSavvy at the time they sign up.

How do I qualify for a referral credit?

You must be a current TekSavvy customer in good standing at the time of the referral with a monthly residential or business internet service of at least \$25 per month (before tax). If you are receiving any current other offers or promotions, you will still be eligible but your referral credits won't be applied until your current promotional period ends.

When does the referral bill credit get applied to my account?

Your first referral bill credit will appear on the next TekSavvy invoice you receive following your Referee's second month of services with TekSavvy, as long as you are not receiving any separate promotional offer. If you are receiving a separate promotional offer at that time, your first bill credit will be applied once your other promotional period ends. Referral bill credits will be applied at a rate of one \$25 credit per billing cycle for 2 months, for a total of \$50 in non-refundable bill credits.

Are credits refundable?

Credits are not refundable, non-transferrable, and cannot be redeemed for cash; they are only redeemable while you have active internet services with TekSavvy. If you cancel your services with us while you have outstanding credits, you will not be able to redeem your remaining bill credits.

FAQ – for Friends (Non-TekSavvy customers)

How do I claim or collect the referral?

See above under “**What does my friend, family member, or business need to do to claim or collect the referral credit?**”

How long is the referral program valid for?

No promotion lasts forever! TekSavvy reserves the right to cancel or change this promotion at any time at its sole discretion. Right now, the TekSavvy Friends, Family, and Business referral program does not have a set end date. If it ends, you will still continue to receive any valid credits you earned under the program while it was active.

If I was referred by multiple people/customers, can I get more than one credit?

No. Only one set of referral credits, to a maximum of \$50, is available per new subscriber.

FAQ – for both Referrers and Referees

How can I see if I have received my referral bill credit?

For Referees, if you have selected an Eligible Plan, your first \$25 monthly referral bill credit will appear in the online shopping cart at the time of **order placement** after the referral code has been entered. Your second \$25 monthly referral bill credit will appear on your next bill. For Referrers, your referral bill credit will first appear on your next invoice following the start of the second month after your Referee’s account is activated, as long as you are not receiving any separate promotional offer. If you are receiving a separate promotional offer at that time, your first bill credit will be applied once your other promotional period ends. Referral bill credits will be applied at a rate of one \$25.00 credit per monthly billing cycle for 2 months. You can always log into [MySavvy](#) to check the count of your outstanding referral credits as well as see your latest invoice.

Can business customers participate in the referral program?

Yes. You must be a direct TekSavvy customer subscribed to business or residential internet services to participate.