

Pilot Customer Referral Program, Terms & Conditions

Pilot customers can earn account credit of up to \$1,000.00 for referring a new customer, subject to these terms and conditions for eligibility and participation.

Eligibility. Pilot's Customer Referral Program (the "Program") is limited to active paid subscribers of Pilot ("Pilot Customers") with accounts in good standing. Pilot Customer must complete the online referral form at referrals.pilotfiber.com/customers. By submitting this form, Pilot Customer agrees to these Terms and Conditions. Pilot Customer must maintain active paid service through the time at which Pilot receives the referred customer's ("New Customer") second monthly payment for Pilot Services. New Customer must order a 100 Mbps to 10 Gbps circuit. New Customer must become an active, paying subscriber of Pilot within 90 days of Pilot receiving the referral. Pilot employees, Channel Partners, and other business partners are not eligible. **Timing.** Reward will be paid after the referred new business customer installation has occurred. Pilot Customer will receive account credit equivalent to a free month of service (up to \$1,000.00) when Pilot receives payment for New Customer's second monthly billing cycle. The credit will automatically be applied to Pilot Customer's account, and reflected in the next applicable monthly invoice. **General.** Pilot does not make any representations or warranties as to the serviceability of New Customer's organization or service location and may, at its discretion, decline to provide service for any or no reason. Credits are administered at Pilot's sole discretion and may not be transferred or redeemed for cash. Pilot may modify or discontinue this offer at any time. Each Pilot Customer organization is eligible for one credit per successful New Customer referral. Pilot Customer is responsible for paying any taxes associated with the credits.

