<table>
<thead>
<tr>
<th><strong>THE HOLIDAY</strong></th>
<th>A Luxury Holiday of a Lifetime or Family Alternative Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>THE DATE</strong></td>
<td>Spring 2018 (Holiday of a Lifetime) or Summer 2018 (Family Alternative Holiday)</td>
</tr>
<tr>
<td><strong>PROMOTION PERIOD</strong></td>
<td>1 April 2016 - 30 September 2017</td>
</tr>
<tr>
<td><strong>REQUIREMENT</strong></td>
<td>216 Holiday Points in total (with a minimum of 12 a month)</td>
</tr>
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</table>
What can I win?

Each Distributor who achieves the targets for this promotion will win two places (for themselves and their partner) on a fantastic all-expenses paid luxury cruise, which is expected to take place in spring 2018 ('Holiday of a Lifetime'); alternatively, if you would prefer a holiday with your children, then you can choose a family holiday alternative of a trip to Orlando, Florida (for two adults and two children) which is expected to take place in 2018 during the summer school holidays ('Family Alternative Holiday').

How do I qualify?

You simply need to work consistently at building your Utility Warehouse business by earning Holiday Points over an 18 month period from 1 April 2016 – 30 September 2017 ('Promotion period'). You can earn points by gathering personal customers, or by recruiting new Distributors who become their own personal customer.

Customer Holiday Points:

<table>
<thead>
<tr>
<th>Number of initial service types applied for</th>
<th>Number of Holiday Points earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Distributor Holiday Points:

If you recruit a Distributor who becomes their own personal customer, you will earn Holiday Points on the number of services they apply for as a customer in accordance with the above table. In order to be credited with these points, your new Distributor must link their personal customer account to their Partner position using the Extranet.

You will need to achieve the following:

Gather a minimum of 12 Holiday Points in each calendar month during the ‘Promotion Period’ (unless you have a Lifebelt available).

Important notes on Holiday Points:

(i) Holiday Points can be earned on new customer applications for both the Residential and Business Club.

(ii) Eligible initial services are Gas, Electricity, Home Phone, Broadband & Mobile.
Is there any benefit for doing more than the minimum each month?

Yes. Firstly, and most importantly, it will ensure you don’t find yourself knocked out of the promotion because someone you had been counting on lets you down at the last minute, or there is a glitch with processing one of your applications.

And secondly, depending on the level of additional activity you achieve overall, you could qualify for an extra night(s) hotel accommodation at the start/end of the holiday, an upgraded room, and even upgraded seating on the plane. Please note that any additional benefits provided are at the discretion of Telecom Plus, and if available, will be allocated to those Distributors who have earned the most Holiday Points during the Promotion Period and/or been the most effective recruiters (as measured by the activity of the distributors you have sponsored during the Promotion Period).

So don’t stop when you achieve your monthly target – each extra customer you gather could make a real difference!

Is there any overall quality or other thresholds I need to achieve?

Yes! You need to have achieved the following minimum overall targets by 30 September 2017:

In relation to the customers gathered:

- at least half of the customers gathered by you during the Promotion Period must have applied to be ‘Gold’ (ie: Gold Talk, Gold Energy, Double Gold or Business Gold); and
- at least half of the customers gathered by you during the Promotion Period must be owner-occupiers; and
- in relation to all applicable new customers gathered during the Promotion Period, at least 195 ‘points’ must have gone live; and of these, at least 165 ‘points’ must still be live on 1 December 2017; and
- for a Distributor to qualify for the holiday, the customers they gather during this promotion must be of an acceptable quality. This means their behaviour and characteristics must not be materially worse than the average for all new Members who join during the Promotion Period (based on levels of churn, proportion of services which go live, and bad debt). We will exercise our discretion fairly on how this will be interpreted, but this is unlikely to affect any Distributor who is using approved face-to-face methods of customer gathering and who has not tried to ‘game’ the rules of this promotion.
What if I miss one of my monthly targets?

We recognise that life can sometimes get in the way of your Utility Warehouse business, so we are making ‘Lifebelts’ available to each Distributor over the course of the promotion as follows:

- **Express Day 2016 Lifebelt**: Every Distributor who booked and attended Express Day 2016 will receive a bonus Lifebelt they can use between 1 April 2016 – 30 September 2016. If this Lifebelt is not needed before 30 September 2016 it will expire. Only one lifebelt can be earned for attending Express Day, even if both days were attended.

- **March Lifebelts**: For each personal Daffi-Gold Customer you sign up between 20 March – 31 March 2016 you will receive a Lifebelt you can use at any time during the promotion.

- **Bonus September 2016 Lifebelt**: If you are still on track on 30 September 2016 then you will receive a free bonus Lifebelt in October 2016, which can be used at any time before 31 March 2017. If this Lifebelt is not needed before 31 March 2017 it will expire.

- **Bonus March 2017 Lifebelt**: If you are still on track on 31 March 2017 then you will receive a free bonus Lifebelt in April 2017 which can be used at any time before 30 September 2017.

If you have a Lifebelt available, then subject to the above rules it can be used to cover a subsequent month in which you do not achieve the monthly target, and thus keep you in the Holiday Promotion.

If you miss your monthly target and you do not have a Lifebelt available, then you will unfortunately no longer be eligible to earn this fantastic holiday – but you can participate in any European weekend break promotion where the activity requirements start after the date you fell out of this holiday promotion.

Who can I bring with me?

For the main holiday, you can bring your husband, wife, partner, friend... in fact, you can bring anyone you like provided they are over the age of 18. For the Family Holiday Alternative, we guarantee availability for 2 adults and 2 children (plus up to one infant under the age of 2); additional children’s places MAY be available at extra cost for larger families.

Please note that holiday places are not transferable and cannot be sold to any third party, and the Distributor named on each winning Distributor position must be one of those travelling.
What if I join as a Distributor after the start of the promotion?

Distributors who join between 1 March 2016 and 31 October 2016 can participate in this promotion. All the standard rules apply, however they only need to achieve the individual monthly target from the start of their second complete calendar month. Example: if a new Distributor joins on 2 April 2016, then their first complete calendar month is May, so they will need to achieve the monthly targets from June onwards.

New Distributors must register for this promotion by contacting Partner Services within 60 days of their joining date.

1. Any activity before the start of your second complete calendar month will count towards the target for your first full month.
2. If you achieve the target for your second complete calendar month and each of the two subsequent calendar months, then you will receive two Lifebelts that can be used any time during the Promotion Period.
3. New Distributors still need to achieve the minimum overall target of 216 Holiday Points and satisfy the overall quality thresholds.
4. Any Distributor who joins after 31 October 2016 cannot participate in this promotion.

Extra Bonus: every new Distributor who joins between 21 March 2016 and 30 April 2016 will automatically receive 10 bonus points in their second calendar month to get them off to a racing start!

Do I need to register for this promotion?

Yes! If you want to take part in this promotion, you need to log into the Extranet and confirm your interest by 30 April 2016 stating whether you would like the Holiday of a Lifetime or the Family Holiday Alternative; you will not be able to change this choice after it has been made. If you have not registered by this date, you will not be able to take part in this promotion. And if you register for this promotion, you will not be able to take part in the “Venice Weekend Break” holiday promotion. If you subsequently fall out of this holiday promotion, then you can participate in any future European weekend break holiday promotions where the activity requirements start after the date you fell out of this holiday promotion.
FAQ’s

What does it mean to ‘Gather a minimum of 12 Holiday Points’ in any calendar month?

Services will be deemed to have been gathered on the date we create the account for that customer on our systems. This will generally be the date on which the customer completes the Join the Club online application form, but processing can sometimes be subject to short delays during peak periods or for operational reasons.

For the purposes of the monthly Holiday Point requirements, we will count all services applied for on the initial application for each customer. It does not matter if some of these services do not go live (eg: because a customer changes their mind about that service, or we are unable to transfer a service from their current supplier), provided you meet the overall quality thresholds for the promotion set out above, and as long as we are satisfied that all services were genuinely applied for.

How will I know if I am still on track for the promotion?

We will be putting three counters on the extranet:

i) to show you the number of Holiday Points you have earned so far each month; and

ii) to keep track of the total Holiday Points you have earned in the promotion; and

iii) to let you know the number of Lifebelts you still have available.

These counters will be updated monthly to include any customers introduced by you the previous month.

We strongly recommend:

1. that you try to gather at least three extra Holiday Points every month, to ensure you remain in the promotion and to help make up any shortfall if any of your customers fail to go live.

2. you take advantage of the opportunity to earn as many Lifebelts as possible, as these can keep you in the promotion if you miss any of your monthly targets.

General Terms and Conditions

1. Only customers successfully gathered (i.e.: received and processed by us) using either our new web sign-up process or our offline sign-up process, and on whom CGB has been paid, will count towards the monthly and overall targets. Customers allocated to a Distributor (for example) through the Home Movers process, Company direct marketing activities, Sales Team, or Refer-a-Friend are excluded (except where Refer-a-Friend customers are signed up on Join-the-Club in the presence of a Partner who has logged in to sign them up).

2. Only Independent Distributors are eligible to qualify for this promotion.

3. In the event of any dispute or query in relation to the interpretation of the performance conditions or the rules of this promotion, then the decision of the Chairman of Telecom Plus PLC shall be final and binding.