

# Retailer Rewards Program

## Earn an EXTRA BONUS through H2O's "Retailer Rewards Program."

You can **earn an extra 1% to 2%** on all RTR processed through HDN, plus receive FREE demo lines!

To qualify:

- **Tier 1**
  - **Premier Retailer:** Generate 5-10 new activations/port ins per month on any H2O plan, and earn an extra 1% bonus RTR and one (1) \$30 demo line
- **Tier 2**
  - **Elite Retailer:** Generate 11 or more new activations/port ins per month on any H2O plan, and earn an extra 2% bonus RTR and two (2) \$30 demo lines

You must have valid activations/port ins and refills within a calendar month in order to qualify for bonus RTR%.

Demo lines will be available for up to 90 days and the average 90 day activation/port in volume must be 5-10 (1 line) for Premier or 11+ for Elite (2 lines) in order to maintain demo lines.

### RTR Bonus FAQ:

- **How is my bonus RTR% calculated and applied?**
  - Bonus RTR% is based on the previous month's activation/port in results. HDN Bonus RTR% will be applied on the 1st of every month at 3AM EST.
- **How do I know what tier I have earned?**
  - The HDN dashboard will display your current tier. You will also see the increased RTR% in your retailer payment detail when processing a transaction.
- **What H2O plans qualify?**
  - All H2O Wireless plan activation/port in will be counted.
- **If my tier doesn't change on the first of each month, what is the procedure to follow-up/correct?**
  - Please submit a trouble ticket or feel free to contact our dealer hotline at 1-800-939-1261.
- **Are there performance chargebacks associated with this program?**
  - No, there are no chargebacks based on performance.
- **Will my RTR rate change if an activation/port in from the previous month is canceled?**
  - No, you will continue to receive the bonus rate, however if H2O Wireless suspects that program abuse is taking place we reserve the right to suspend/remove a retailer from the program.

### Demo Line FAQ:

#### New Demo Line Users:

- **How does this demo program work?**
  - Depending on what tier you qualify for based on the previous month's activation/port in count, you will be eligible to claim one (1) or two (2) \$30 Unlimited demo line(s).
- **Will there be a date to claim the demo line by?**
  - You will have 15 days from the 1st of the month to claim new demo line(s). A claiming option can be found on the HDN dashboard.
- **How do I receive/activate my demo line(s) SIM?**
  - Once demo line(s) are claimed, H2O Wireless will ship the SIM(s) to your registered business address. SIM(s) can be activated in HDN under Activate Preloaded SIM.
- **How long will my demo line(s) stay active?**
  - Demo lines will initially stay active for up to 90 days depending on when your SIM(s) is activated.
  - For example: Month 1 the demo line(s) SIM is activated with a preloaded refill, the line(s) will be automatically refilled at the start of month 2 and again at the start of month 3. At the end of month 3 we will evaluate your activation/port in average for months 1-3 (90 days).
- **How do I maintain my demo line(s)?**
  - To maintain your demo line(s) simply keep your HDN activation/port in 90 day average at 5-10 (1 line) for Premier or 11+ for Elite (2 lines). H2O will automatically refill your line(s) for another 90 days if tier qualifications are met.
  - The HDN dashboard will provide a running average for your reference.
- **What if I do not meet the Retailer Rewards Program tier qualifications after 90 days?**
  - In this case your demo line(s) would not be refilled and you would need to requalify and follow the claiming process.

#### Existing Demo Line Users

- **What will happen to my existing demo line(s)?**
  - Existing demo lines will remain on the \$60 unlimited plan but you will need to meet the new tier qualifications of the "Retailer Rewards Program" in order to maintain.
- **How do I maintain my demo line(s)?**
  - To maintain your demo line(s) simply keep your HDN activation/port in 90 day average at 5-10 (1 line) for Premier or 11+ for Elite (2 lines). H2O will automatically refill your line(s) for another 90 days if tier qualifications are met.
  - For existing demo line(s) users this program will start January 1st 2023. Therefore your demo line activation/port in average evaluation would be March 31st 2023
- **How many demo lines can I have?**
  - A retailer may have a total of two (2) demo lines. This program does not qualify you for new additional demo lines. Those retailers with a 3rd demo line from our previous demo line program will be able to continue to maintain this line for as long as they remain an "Elite Retailer."
- **What if I do not meet the Retailer Rewards Program tier qualifications after 90 days?**
  - In this case your demo line(s) would not be refilled and disconnected. You would need to requalify and follow the claiming process. If you qualify again for demo line(s) these new lines would be under the H2O \$30 unlimited plan.