

HOW TO PLACE AN ORDER

IBOs plus new & existing ACN customers can sign up by:

- Visiting www.acnpacific.com/mobile
- Visiting Personal IBO Website
- Calling the dedicated ACN / Vodafone number: 1300 365 898 (for selected customers detailed below)

HOW TO MAKE CONTACT

ACN-related questions, issues & escalations:

Enquiry form: www.acnpacific.com/ibo/contact

Vodafone contact numbers:

1. Web affiliate team:

- Call 1300 365 898 - **order line only**
 - Available hours: Mon-Sat 8:30am to 8:00pm (AEST/AEDT)

2. Customer care (once a Vodafone customer):

Only to be used once a customer has received their SIM and can make calls on the network.

- Call 1555
 - Free call from a Vodafone mobile within Australia
- Call 1300 650 410
 - Calling from a non-Vodafone phone

3. Business customer care (once a Vodafone Business customer):

Only to be used once a customer has received their SIM and can make calls on the network.

- Call 135 888
- Call +61 426 320 000
 - Calling from overseas

IMPORTANT FORMS

Claim Missing Vodafone Customers and Points Online Form: www.acnpacific.com/ibo-enquiry-form

About ACN & Vodafone's Partnership

ACN & Vodafone have partnered up to provide huge benefits to both IBOs and customers.

ACN IBOs can refer prospective new customers to Vodafone for post-paid mobile and mobile broadband services. IBOs will be eligible to receive customer points and residual commissions for the referral of both new customers who connect to the Vodafone network and existing Vodafone customers who upgrade (and commit to a new fixed-term contract). Customers referred by IBOs will be billed and serviced by Vodafone – they will not be ACN mobile customers.

This partnership is a great opportunity for IBOs to grow their business with plans and products that are highly competitive in the marketplace.

Please note: IBOs get access to sell any promotional offers as published on the Vodafone website.

Marketing

All marketing collateral can be found here:

www.acnpacific.com/ibo/product-resources-au/vodafone-mobile

www.acnpacific.com/ibo/product-resources-au/vodafone-nbn

Vodafone Accreditation

- All IBOs must complete the Vodafone Accreditation Process to become an **Authorised Referrer of Vodafone products**
- Complete the training and declaration of accreditation available via the Training section of Pacific Compass
- Deadlines for completing the Vodafone Accreditation Process (to ensure bonus + points are received) are:
 - New IBOs: within 30 days of start date
 - Renewing IBOs: on or shortly before their IBO Annual Renewal date

Service Type	Accreditation Requirements
Vodafone Services signed up via ACN	Customer points and commissions will only be allocated to Vodafone Accredited IBOs

Please note: if an IBO does not complete their Vodafone Accreditation by the deadlines, this does not mean they can never sell Vodafone. When the IBO decides they would like to start selling Vodafone, they can complete the accreditation at that point, however the IBO will not be eligible to receive any promotional bonus payments in relation to sales made prior to their accreditation date.

For new IBOs: if an IBO has not completed the Vodafone Accreditation within 90 days of their start date then from day 91, should they then complete Vodafone Accreditation, any Vodafone customer points appearing on their Personal Customer List (PCL) will not count toward their CQ in 30 days qualification and they will not receive qualification points or commissions for these customers.

Ordering

Please note the difference between a Connection vs Upgrade for Vodafone. You will see this in the Accreditation training document, but in summary:

Order Type	Definition
Connection	<ul style="list-style-type: none"> The connection of a new Mobile or Mobile Broadband service to the Vodafone network, either on a 12, 24 or 36 month contract term or month-to-month basis. Includes new services added to existing Vodafone accounts.
Upgrade	<ul style="list-style-type: none"> The commitment by an existing Vodafone customer to a new 12, 24 or 36 month contract term for an existing Mobile or Mobile Broadband service. Includes both SIM only offers and equipment offers on a 12, 24 or 36 month contract term. Vodafone pre-paid customers upgrading to a Post-Paid Service. It does not matter whether the service in question was previously connected to Vodafone via ACN or another channel.

Who can place an order?

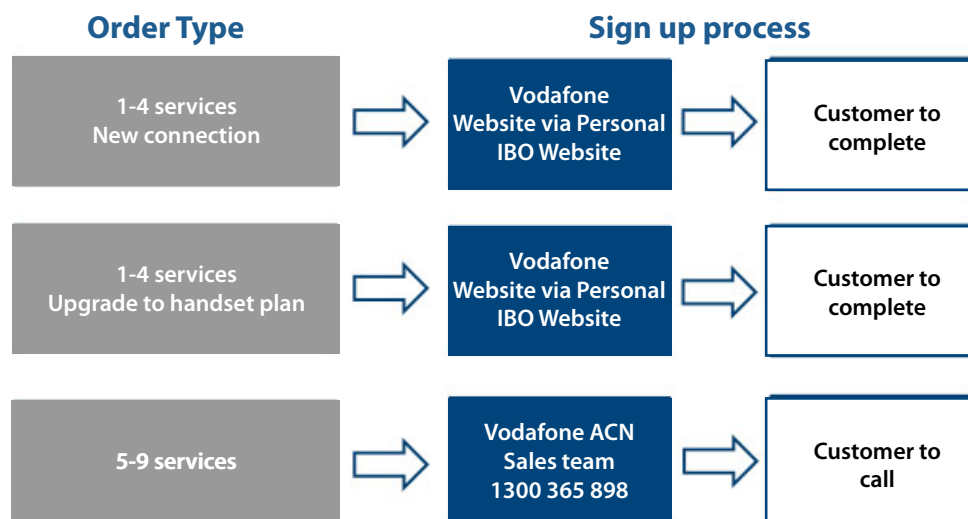
The Account holder is the only person who can place an order.

Please note: If your customer's ACN mobile account is not in their name (i.e. it is in their partner's name, but the partner has full authority), this does not automatically mean that the partner can place an order on their behalf.

TIP: Make sure your customer has chosen their plan and handset prior to placing their Vodafone order. Refer to the "Placing a Vodafone order" Tip Sheet for more information.

The best order option for your customers is shown below.

Consumer application process



Business application process

Order Type

1-4 services
New connection &
Upgrade to handset
(Sole Traders only)



Sign up process

Vodafone
Website via Personal
IBO Website



Customer to
complete

The ABN checker which is displayed during the online sign up journey, will direct customers down the correct sign up path.

Cooling off period



Please note: ACN can only currently only service sole-trader businesses signing up to Vodafone.

Business customers with trust, partnership or a PTY LTD are unable to sign up via ACN.

Credit Checking

Customers undergo a credit check as part of the Vodafone ordering process. Vodafone Australia performs credit checks for all new orders via Dunn & Bradstreet. For in depth information regarding Vodafone's credit checking process, read the [Vodafone Credit Check Process & FAQ doc](#).

How long does Vodafone delivery take?

- SIMs are activated when the shipment leaves the warehouse. The shipment will contain all SIMs and handsets ordered.
- If a handset isn't in stock, activation will be delayed until the stock is available for customers new to Vodafone.
- Delivery is via AusPost and generally takes 1-3 business days depending on stock availability and the delivery address.
- Online order tracking is available at Vodafone.com.au/tracking#

Billing

- All Customers will be billed by Vodafone (via a direct debit).
- The first bill cycle is usually 1-3 days after the activation date and Vodafone does not charge until the bill cycle begins. For more information refer to the [Billing Explainer](#).