

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**
 - o 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
 - o 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
 - o Calling from overseas



ORDERING ON THE PHONE?

The only number to use is the ACN Vodafone line:

1300 365 898

**DO NOT CALL
1300 111 111**

IMPORTANT FORMS

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

ACN's partnership with Vodafone provides huge benefits for our customers. IBOs can refer existing ACN Mobile customers and prospective new customers to Vodafone for post-paid mobile and mobile broadband services.

The sign up process is relatively straight forward but there are some important points to understand to make the experience as easy as possible.

Consumer application process



Business application process



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.

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

Please note: Customers cannot sign up to Vodafone via ACN in a Vodafone store or dealership. Doing so will result in the referring IBO not receiving points or residual income for those services and customers not receiving any available ACN exclusive offers.

FAQs - Placing an order

| Question | Answer |
|---|---|
| <p>1. What offers can ACN customers get from Vodafone?</p> | <ul style="list-style-type: none"> From time to time ACN will have exclusive offers. These will be communicated to IBOs. Any advertised Vodafone offers included in their chosen plan. |
| <p>2. How are the IBOs details captured when a customer signs up to Vodafone via ACN?</p> | <ul style="list-style-type: none"> Customers sign up to Vodafone via ACN through the ACN "Personal IBO Website" to capture the IBO information for commission purposes. Customers click through to the www.acnpacific.com/mobile page where they can use the "Order now" button. They will then be directed through to the Vodafone Online store (eStore). The ACN dealer code and IBO Business ID is recorded when the order is placed. Customers will need to enter their IBO's ID. Customers are advised they will not see additional ACN bonus offers (e.g. 1GB of additional data) in their online shopping cart, however these will reflect on their monthly invoice or MyVodafone. |
| <p>3. What does the Vodafone Web Affiliate team do? (via 1300 365 898)</p> | <p>Provisioning related enquiries that the customer or IBO has about their Vodafone service including:</p> <ul style="list-style-type: none"> Upgrades under specific circumstances outlined in question 4 Issues with an ACN order already placed e.g. wrong handset delivered Incorrect offer provided / offer not applied <p>They are trained to manage as many questions as possible, rather than transferring the customer to another department.</p> |
| <p>4. Can all activations be completed over the phone with Vodafone's Web Affiliate team?</p> | <p>No, customers must only contact the Web affiliate Team in the following scenarios:</p> <ul style="list-style-type: none"> Customers who do not have a drivers license, passport or Medicare card to complete their order online If an error message occurs and the customer cannot order online |
| <p>5. What are the mandatory details your customer will need when contacting Vodafone's Web Affiliate team for provisioning a service?</p> | <p>Below are the mandatory details required before a customer calls Vodafone's Web Affiliate team:</p> <ul style="list-style-type: none"> IBO Business ID Choice of plan, contract term and handset. Please note: these should be decided prior to calling the Web Affiliate team, as they are not equipped to assist customers in identifying the Vodafone products to best suit them 100 points of ID (E.g. Passport, Driver's Licence, Proof of Age Card, Photo Card, Credit Card, Medicare etc.). Please refer to the Vodafone Credit Check Process & FAQ document for more information Bank details for Direct debit or credit card details <p>Refer to this handy link for more information: support.vodafone.com.au/articles/FAQ/Joining-Vodafone</p> |
| <p>6. As a business customer, what additional details should be kept handy when contacting the Vodafone's Web Affiliate team for provisioning a service?</p> | <p>In addition to the mandatory details in point 5, business customers are also required to provide:</p> <ul style="list-style-type: none"> ABN/ACN Registered Business/Company name Number of years trading Email address Director with a valid 12 month visa (if not Australian citizen) |
| <p>7. How long will these calls take?</p> | <p>It depends on the number of services that your customer is looking to sign up, but generally the call can take from 15 mins – 45 mins. The time is related to the time it takes to provision and verify the customer's credit status.</p> |

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| <p>8. Can an IBO contact Vodafone's Web Affiliate on behalf of a customer to activate a new service?</p> | <p>No, the customer must directly contact Vodafone's Web Affiliate Team to activate a new service.</p> <p>Vodafone has agreed to allow for 3-way calling where the customer requires assistance in completing the call, e.g. visually impaired customers, elderly customers and customers whose first language is not English.</p> <p>The Vodafone Web Affiliate Team agent will ask the customer to consent to the 3-way call and the IBO will be allowed to remain on the call only to help the customer answer the agent's questions.</p> |
| <p>9. Can Vodafone accept warm transfers* via IBO Support from IBOs or customers?</p> | <p>Yes, IBO Support may warm transfer* customers or IBOs to the Vodafone Web Affiliate Team instead of asking them to ring back in order to provide a better customer experience.</p> |
| <p>10. Can Vodafone agents provide customer information to an IBO?</p> | <p>No, for privacy reasons only authorised contacts may be provided information on behalf of a customer.</p> |
| <p>11. What does it mean when a customer has "credit check referred"?</p> | <ul style="list-style-type: none"> • Customers who have had their credit check referred will be requested to provide additional identification information via an email to Vodafone. • Once this information is provided to Vodafone, the customer's credit will be reassessed and a decision will be made to approve or decline the customer's order • In many cases, Vodafone are simply validating that the ID details provided are valid. • Refer to the Vodafone Credit Check Process & FAQ document. |
| <p>12. What does it mean when a customer has been "conditionally approved"</p> | <ul style="list-style-type: none"> • Customers who have been "conditionally approved" will be provided with an alternative to their original order that reduces the amount of credit Vodafone will provide. • Refer to the Vodafone Credit Check Process & FAQ document. |
| <p>13. How do Vodafone communicate credit check outcomes with customers?</p> | <ul style="list-style-type: none"> • The outcome of the credit check process should be communicated to the customer via email if not verbally. • Specific decline reasons are not included and cannot be provided to customers. • Refer to the Vodafone Credit Check Process & FAQ document. |
| <p>14. Who should my customer contact after they have ordered their service and is active on the Vodafone Network?</p> | <ul style="list-style-type: none"> • They should call Vodafone Customer Care on 1555 or 135 888 • There are agents ready to handle all post sale enquiries the customer or IBO has about their Vodafone service including: <ul style="list-style-type: none"> ▪ Billing enquiries ▪ Incorrect offer provided / offer not applied ▪ Shipment tracking ▪ Order status ▪ SIM card issues • Business customers should call Business Customer Care on 135 888 (only accounts with an ABN will be routed through) • If the service is not yet active on the Vodafone Network, customers should call the Vodafone Web Affiliate Team. |
| <p>15. Is there a cooling off period after ordering online or calling Vodafone's Web Affiliate team?</p> | <ul style="list-style-type: none"> • No. For web and online orders, once the customer has chosen their plan and/or device Vodafone will not refund or exchange. Please refer to the policy here: www.vodafone.com.au/aboutvodafone/legal/repairpolicy • The only scenario where there is a cooling off period is when the customer is outbound called. |
| <p>16. What is the best way to help a customer select a handset or device?</p> | <ul style="list-style-type: none"> • Refer the customer to Vodafone's online store, where they can browse the great range of handsets and devices, and compare based on features and price • If the customer would prefer to physically browse handsets and devices, IBOs should refer them to visit a Vodafone store. It is important to inform your customers NOT to sign up to Vodafone whilst in store, as their referring IBO will not receive the points and residuals if this occurs. |
| <p>17. How can my customers track their order?</p> | <ul style="list-style-type: none"> • The easiest way to do this is via www.vodafone.com.au/tracking |

Glossary of terms

- **Provisioning:** the process of providing a new telecommunications service to a user/customer, which involves sign up, equipment preparation and transmission.
- **Warm transfer:** where an operator (IBO Support) talks to a customer or IBO, then transfers them directly over to **Vodafone's Web Affiliate team**, where they provide an introduction and brief details regarding the call.