

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)
- Track your order here: www.vodafone.com.au/tracking

HOW TO MAKE CONTACT

ACN-related questions, issues & escalations:

Email via IBO support email: ibosupport@acnpacific.com.au

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

Frequently Asked Questions

1. **How do I represent myself when referring customers to Vodafone?**

Once you have completed the Vodafone accreditation, you can refer to yourself as an ACN Independent Business Owner who is an Authorised Vodafone referrer.

2. **When are existing Vodafone customers eligible for upgrade (for 12, 24 and 36 month contracts)?**

This depends on a number of factors including their plan and the current upgrade policy.

Customers on handset plans are usually eligible to upgrade the month before their contract end date. If they want to upgrade earlier, they will need to pay the outstanding balance of their handset if applicable.

For an IBO to be compensated, customers on SIM only plans can upgrade once they have been on the Vodafone network for 90 days, or if they have previously upgraded, 90 days after their last upgrade. Any customers on a 12 month SIM only plan upgrading before their contract end date may be charged an Early Termination Charge (ETC).

Existing Vodafone customers looking to upgrade via ACN should upgrade online by visiting www.acnpacific.com/mobile

3. **If a customer on a month-to-month plan upgrades to a 12, 24 or 36 month plan, will IBOs be compensated on the new plan?**

If the customer upgrades to a 12, 24 or 36 month plan within 3 months of signing up to the month-to-month plan IBOs will not receive compensation based on the new plan. If the customer upgrades via an ACN channel after the initial 3 months then the IBO will be compensated based on the points and Commission Earning Rate for upgrades as detailed in the Australian Compensation Plan.

4. **What is Vodafone plan sharing and how can customers activate?**

All Vodafone Red plans are shareable, so customers on the same account can access more value than they would on their individual plans alone. Customers can add up to 9 Red plans to share data to use within Australia. To set up plan sharing, customers should call Vodafone customer care once their Vodafone service is active. Please note, Endless Data Plans can only share with other Endless Data Plans. Likewise Cap Plans can only data share with other Cap Plans.

5. **Why use sharing?**

- **Great way to control costs and get the most out of your plan:** all customers on the one account can enjoy the benefits of each other's data inclusions.
- **Data control:** primary account holder can control access to the data pool on the plans shared with their account using My Vodafone. Account holder can allow and restrict data access at their discretion

For more information, visit: www.vodafone.com.au/plans/shared

6. **What happens when my Vodafone customer comes out of contract but doesn't renew/upgrade with anyone (neither via ACN nor Vodafone directly)? Will I continue to receive residuals / points eligibility?**

ACN cannot communicate with or market to customers who are coming out of contract with Vodafone (signed up via ACN). It is up to the customer's IBO to directly upgrade the customer. ACN will provide IBOs with recommended messaging at the relevant time.

Residuals and points will purge at the end of the fixed contract term if the customer does not upgrade via ACN. You will see this in your PCL and we encourage you to contact them and promote the fact that they are up for a new plan and/or handset. Month-to-Month customers will purge after 12 months if not upgraded via ACN.

7. **What tablets / handsets are available?**

- With Vodafone, customers have access to all the newest and most popular devices. You can view Vodafone's range of handsets and tablets at: www.vodafone.com.au/personal/mobile-phones
- If your customer is planning to use their own device/modem they will need to speak to the service provider who supplied the handset/modem to confirm that the device is not network-locked. Unlocking of a device can be performed online with most providers.
- Mobile handsets and tablets obtained from ACN are not network-locked to the Optus network.

8. **What SIM size do I need to recommend for my customers?**

Vodafone ships a SIM card pack that will fit all 3 types of SIM card sizes.

9. **Is MMS considered standard text or are there additional charges?**

- MMS/PXT messages are part of the standard national and international txt inclusion. MMS will use mobile data from your data allowance
- Also, check that your customer's handset is set up for PXT/MMS
- Refer to this link for more information: vodafone.intelliresponse.com/index.jsp

10. **What is the network coverage like?**

- Vodafone's 4G network reaches 96.69% of the Australian metropolitan population
- Vodafone is so confident with their coverage that they offer the Vodafone Network Satisfaction Guarantee: any customer who signs up to a Vodafone plan and doesn't love the network within their first 30 days can cancel, hand back their device and only pay for what they've used until the cancellation goes through (T&Cs apply)
- ACN recommends that prospective customers check the Vodafone network coverage in their location prior to applying for services. Visit www.vodafone.com.au/aboutvodafone/network/checker for more information, and to complete a coverage check.
- There are two types of coverage which must be checked prior to a customer signing up: Calls & TXT, and Data Speeds. Of these coverage types, each have 3 coverage classes:
 - **Calls & TXT**
 - Good outdoor & indoor
 - Good outdoor & limited indoor
 - Outdoor only
 - **Data speeds**
 - 4G
 - 3G+
 - 3G

11. **How can Vodafone network coverage be checked?**

- Go to www.vodafone.com.au/aboutvodafone/network/checker
- Enter the device you're using and your address
- The map will show the coverage available

12. How does the Vodafone Network Satisfaction Guarantee work?

- Vodafone Network Satisfaction Guarantee should only be used for genuine network issues.
- Any customer looking to cancel using the Network Satisfaction Guarantee will be contacted by Vodafone to check the performance of their phone in the area and to review their concerns. Vodafone will then manage the next steps.
- If Vodafone deems their concern valid, their service will be terminated. The customer will only need to pay for the period they used the service and return the handset (if applicable) in the original packaging to Vodafone.

See www.vodafone.com.au/network

13. Do uplines receive residuals if the downline IBO is not accredited?

For existing ACN mobile customers who port to Vodafone via ACN, residuals and points will be applied upline. All other Vodafone services signed up via ACN will not generate points and compensation whilst the IBO remains unaccredited.

14. Do IBOs need to complete Vodafone accreditation annually?

Yes, ACN will send an email reminder to IBOs.

15. Can I sell mobile to a customer of an inactive IBO?

Yes, if they are not an existing mobile customer. From 30/09/2016 IBOs will be recognised for signing up a customer of a non-active IBO to Vodafone, as long as that customer has purged from the original IBO PCL. See Australian Compensation Plan for details.

16. What forms of ID does Vodafone accept from vision impaired customers?

If the customer has a Blind Citizen Australia Identity Card they can use this as a form of photo ID. If they do not have a Blind Citizen Australia Identity Card, for orders placed online Vodafone will accept a Medicare card as primary identification. For orders placed via the ACN Vodafone line, Vodafone will accept a Proof of Age card as primary identification.

17. What forms of ID does Vodafone accept from refugees?

Vodafone can only accept ID for international citizens as per the Credit Policy 1.9 ID Document Table - Valid (not expired) International Passport.

Please note: Refugee Bridging Visa documents are not accepted and should not be submitted as a Passport.

Immigration Visa Type	ID Requirements
Worker, Student, Business, Migrant	Confirm Visa/Passport is valid and that expiry is more than 12 months from date of application
Humanitarian	Confirm Visa/Passport is valid and that expiry is more than 12 months from date of application
Visitor	N/A
Bridging	Scan confirmation letter/email of Visa application issued from the Department of Immigration and Passport as part of the ID. This document must have a lodgement date within the last 12 months.

18. When will my customers and points appear in my PCL?

- Following the processing of a mobile application, the corresponding customer(s) should appear in your Personal Customer List (PCL) within 2-4 days.
- Qualification points will be allocated after Vodafone reports the service as network active to ACN. Network activation occurs at the time the SIM is shipped to the customer and this will typically reflect in your PCL within the following 48 hours.
- A customer will be held in Incomplete status in your PCL if you have not yet completed the Vodafone Accreditation Process.
- PCLs will be updated each day with Mobile customers and points.
- All applications are subject to credit approval by Vodafone. This may delay orders for which additional information is required from the applicant.
- Commission payments will commence 3 months from the activation date.
- IBOs should contact IBO Support with enquiries regarding points, commission and their PCL.

19. Will non-Asia Pacific IBOs who sell Vodafone mobile services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the Vodafone accreditation within 30 days of signing up the customer. This also applies for non-active IBOs who become active and begin selling Vodafone to new customers.

20. What handsets are best for maximising reception?

There are many factors involved in getting the best reception. For SIM Only plans, it is recommended that your customer uses a handset that is not older than 2-3 years, as the newer devices support the newer frequency bands. Your customer can check their device at Vodafone's coverage checker: www.vodafone.com.au/aboutvodafone/network/checker

21. How can my customer get the \$5 roaming?

Customers on eligible plans can use their included minutes, TXT and data in eligible countries for \$5 extra per day (up to a maximum of 90 days in a calendar year). All ACN Vodafone customers will have the \$5 roaming activated automatically. The \$5 roaming will only be charged if the customer uses their phone to call, TXT or use data overseas. If the \$5 roaming is activated but they do not use their phone they will not be charged.