

16 September 2016

HOW TO PLACE AN ORDER

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

- Visiting acnpacific.com/Vodafone
- Visiting IBO's direct storefront
- Calling the dedicated ACN / Vodafone number: 1300 365 898 (only for selected customers)

HOW TO MAKE CONTACT

ACN-related questions, issues & escalations:

1. Email via IBO support email: ibosupport@acnpacific.com.au
2. Call IBO Support phone: 1300 767 226

Vodafone contact numbers:

1. Web affiliate team (ready to place order):

- Call 1300 365 898
 - **Order line only**
 - Upgrades for all existing Vodafone customers
 - Please call once you have chosen a plan and are ready to place an order.

2. Customer care (once active on Vodafone network):

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

IMPORTANT FORMS

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

Credit Assessment Form: www.acnpacific.com/ibo-enquiry-form-credit-check-decline

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Frequently Asked Questions

This document is intended as a guide to answer any questions you may have surrounding the iPhone 7.

1. What are the key features of the new iPhone 7?

- Two new colours; black and jet black
- An advanced new camera system with 12 megapixels and the ability to film smoother videos and photos
- The best performance and battery life ever seen in previous releases
- New HD Retina screen producing the brightest, most colorful display ever
- Splash and water resistant for ultimate piece of mind
- Most powerful chip ever in a smartphone
- Stereo speakers that are twice as loud
- New headphones that plug into the lightning jack and the introduction of wireless headphones available late October for an additional AU\$229

Additional features of iPhone 7 Plus

- Wide angle and telephoto cameras
- Optical zoom at 2x; digital zoom at up to 10x
- Up to 21 hours talk time vs. 14 hours talk time iPhone 7

2. What colours and sizes does the device come in?

The iPhone 7 comes in the previous released colours; gold, silver and rose gold, with the addition of two new colours; black and jet black (128GB and 256GB handsets only). The iPhone sizes are the same as previous releases, with the iPhone 7 and iPhone 7 Plus. Please note, some colours will sell out quickly.

3. Which handset models are more likely to be available?

Due to the high demand for the newly released Black and Jet Black colours, we recommend ordering the iPhone 7 128Gb or 256GB in either Rose Gold, Gold, or Silver in order to minimise delivery times.

4. What's in the iPhone 7 box?

- Earpods with Lightning Connector
- iPhone
- Lightning to USB Cable
- 5W USB Power Adapter
- Lightning to 3.5mm Headphone Jack Adapter

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5. How long does Vodafone delivery take?

This really depends how quickly your customer places their order after the pre-order window opened at 5.01pm on 9 September, 2016. Based on previous launches of highly popularly devices, stock is very limited when the device first goes on sale. We strongly recommend your customers pre-order as soon as possible – the longer customers wait to order their iPhone 7 or iPhone 7 Plus the higher the chance the device will be on backorder which means they may have to wait longer before the device is shipped to them.

Once the device is shipped customers can track their order online at Vodafone.com.au/tracking# - 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.

6. Is there a limit on how many iPhones my customers can purchase?

There is no limit on how many iPhones can be purchased. However your customers should bear in mind that each purchase will be credit checked.

7. Can insurance be purchased on the iPhone and iPhone 7 Plus?

Vodafone offers handset insurance and we suggest customers take insurance when purchasing a high-end device such as the iPhone. Customers can add this to their cart during the sign-up process. Please note, IBOs do not receive any compensation for insurance.

8. Can customers add an iPhone 7 handset to SIM-only plans?

We recommend customers upgrade to a 24-month Vodafone monthly repayment Red Plan to receive the full benefit of the Vodafone inclusions. However, after the pre-order phase has ended, SIM-only customers will be able to add an iPhone 7 handset to their plan with the added monthly repayment of the handset costs. Please note, IBOs only receive compensation for contracted plans and do not receive any compensation for handset-only add-ons.

9. How do ACN Mobile customers port their mobile number to Vodafone?

Customers must keep their ACN Mobile voice service active to port their number to Vodafone.

- Once the customer receives their new Vodafone SIM card, they need to call Vodafone on 1300 101 606 to request the port. The customer then provides their ACN Mobile Account ID (found on the first page of their ACN invoice). They must provide all 12 digits with no spaces. Vodafone will provide instructions and a new number in preparation for customers to port their own number.
- The name on the customer's ACN account must be the same as the name used to open the Vodafone account. Only the person named on the ACN account can port the number.

Please note: Customers will receive their new Vodafone SIM card in the post, along with a welcome pack. This welcome pack instructs customers to visit www.vodafone.com.au/start. Here, the customer will go through a number of steps, which are intended to help them set up their service. At the end of this process, they will need to select "Set up my phone", which will direct them to a page with information regarding porting their number over to Vodafone.

10. How are my customers billed?

New to Vodafone customers:

- 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.

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Upgrading customers:

Once a customer upgrades they are moved to the new plan immediately and begin receiving the inclusions the day the order is submitted. However, billing of the new plan does not start until the next bill cycle. After the customer completes their current month they will receive one final bill for their old plan and then all following bills will reflect the new plan.

For more information refer to the Billing Explainer.

11. How many Customer Points will I earn on iPhone 7 orders?

When signing up a new connection between 5:01pm AEST, 9 September and 11:59pm AEST 30 September, 2016 you will receive 1 Bonus Point in addition to the standard customer points. After this period, only the standard customer points will be allocated.

*Commission is paid on the monthly plan fee of the plan selected at application. No commission is paid on handsets.

12. When will my points be visible in my PCL?

Points will be allocated and visible as soon as the order has been received and confirmed, however, the bonus point may be added at a later date.

13. How will my commission and points be affected if my existing customer signed up through Vodafone decides to upgrade to an iPhone 7 plan?

As per the Australian Compensation Plan, from the order date of the upgrade, your point tally would reflect the point value of an upgrade order and likewise your commission would reflect 75% of monthly plan fee. This would replace the initial points and commission allocated at the customers original sign up date. In some circumstances IBO's may receive one or more less points and could receive a drop in % of monthly plan fee commission (although often handset plans are sold at a higher monthly fee so this change could increase commission for IBOs).

14. When will I receive marketing collateral to show my customers?

We will be sending out marketing collateral as soon as we have been supplied with Apple approved material.

15. How can I share information about the iPhone 7 with my customers?

Apple is strict around what information we can share and when we can release content about the new iPhone 7 and iPhone 7 Plus. You may only refer your customers to what we share on social and what we publish through ACN official channels. These strict guidelines apply to everyone in the industry.

We will post to social once we receive approval on any new content and you can share this with your network. Please note, you cannot create any promotions or messages using content from our site or other websites and share with your team or customers (such as posting a photo of iPhone 7, creating video content or social posts etc.). If you are in doubt, check with us at comms@acnpacific.com.au. Also, please ensure you are following us on Facebook and Twitter.

16. What if I have questions about the pre-order process and points?

We've extended IBO Support operating hours:

Fri 16 September: 9am – 9pm

Sat 17 September: 9am – 5pm

 **Who to contact**

General compensation plan + Vodafone product information
IBO Support: 1300 767 226