

Overview

It is mandatory for all IBOs wishing to sell Vodafone to complete the accreditation and then annually on your renewal date. Email reminders will be sent out as you approach your renewal date.

1. What happens if I'm not Vodafone accredited and want to sell the services?

If you have not successfully completed the accreditation, three things will occur:

- 1 Any customers ordering Vodafone services from your Personal IBO Website will receive an online message advising them that you are not yet accredited and to contact you.
- 2 You will receive an email advising that a customer has attempted to order a Vodafone service from your Personal IBO Website and that you are not currently accredited. The email will also provide step-by-step instructions on how to complete the accreditation.
- 3 Any points and commissions will be held in a pending status and only allocated after you are successfully accredited.

2. How soon after I am accredited will the warning messages be removed?

Once you have completed the accreditation training, completed the criminal conviction declaration and passed the associated quiz, your customers will be able to use your Personal IBO Website for Vodafone services without the warning message appearing. Messages will be removed within 24 hours of successfully completing all of the Vodafone Accreditation components.

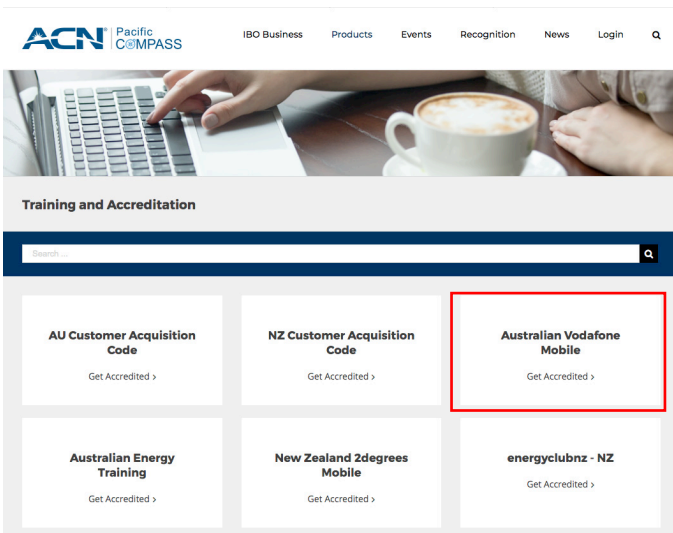
3. Why is there a Vodafone Accreditation process?

There are four main reasons for the change:

1. Improve the quality of the accreditation training materials and enhance the IBO training experience
2. Protect IBOs and their customers
3. Align our accreditation processes with our contractual obligations
4. Align Customer Acquisition Code (CAC), Energy and Vodafone accreditations to an IBO's annual renewal date

4. What does the Vodafone Accreditation involve?

- 3 training modules that explain the important information you need to know and understand to sell Vodafone services
- A short online quiz consisting of 5 questions that must be successfully completed (100% pass rate) before you are permitted to sell Vodafone services.



5. How does an IBO complete the new accreditation?

This training course is published for all IBOs to complete in Back Office. To locate the course, follow these 6 simple steps:

1. Go to Pacific Compass:
www.acnpacific.com/ibo/training-and-accreditation
2. Click on the "Get Accredited" in the Vodafone Accreditation Training tile
3. Complete the Vodafone Mobile Accreditation Training modules including the assessment at the end – you'll need to answer 5 out of 5 questions correctly.

6. How long will it take to complete the accreditation training?

We estimate that you should allow approximately 20-30 minutes to comfortably read and understand the training material and complete the quiz.

7. What does the online warning message to my Vodafone customers say?

"Oops, you've been referred by an Independent Business Owner (IBO) who has not completed their Vodafone training and accreditation." This means that you may not have received all the necessary information for your Vodafone purchase. You can contact your IBO or continue with your order. To complete your order, click continue and remember to read all the product information including the important terms and conditions."

8. What does the Accreditation quiz involve and what is the pass mark?

Firstly, no need to panic as the quiz contains only 5 questions. The answers to the questions are contained in the training modules, which you'll need to watch and understand, before you start the quiz.

To pass the quiz you need to correctly answer all 5 questions (100% pass mark). As you complete questions you will see if you have answered them correctly as a tick or cross will be displayed. If you're not successful the first time, you are allowed as many attempts as you need until you have passed.

9. What is the criminal conviction declaration and why is it in the Accreditation quiz?

ACN's agreement with Vodafone requires you as an IBO to complete the criminal declaration. You need to confirm you do not have any criminal convictions which were imposed as an adult and which are less than 10 years old.

10. What happens if I forget to tick the criminal conviction declaration box?

You will receive an online reminder that you have not ticked the box even if you have successfully completed the Accreditation quiz. You will need to go back, tick it if you do not have a criminal conviction and then re-sit the quiz. If you have a minor conviction and would like us to review the circumstances then please go to www.acnpacific.com/contact-us and submit an enquiry form.

11. How will I know that I have passed my quiz and can sell the Vodafone services?

A message will pop up on the quiz page after you submit your answers. It will confirm whether you've been successful or need to redo the quiz. You will receive a certificate via email when you have successfully completed the quiz which you can print off. Remember to return to the Back Office and 'Mark Complete' on all sections of the Vodafone Accreditation course.

12. What happens in Resources in Pacific Compass and in my PCL when I have passed my quiz?

In Pacific Compass, once you have completed the declaration, passed the quiz and clicked on "Mark Complete", your accreditation will be considered completed and the system will automatically update your status to "Complete". You will also see that the Vodafone Accreditation training tile will show 100% complete (in your training dashboard). Please note, in your PCL, the accreditation status will update within 12-24 hours.

13. What happens to existing points and commissions if I do not complete my Vodafone Accreditation on my annual renewal date?

Points and commissions for existing services are not affected. Any points and commissions for new services will be in a pending status and allocated once you successfully complete your Vodafone Accreditation. Reminders will be sent out to aid you in completing the accreditations on time.