



HOW TO PLACE A PAY MONTHLY PLAN ORDER

IBOs and customers can sign up **new** to 2degrees services via:

- Their Personal IBO Website
- Visiting www.acnpacific.com/nz/mobile

Important: The customer's name and date of birth entered on the 2degrees application must match the customer's photo ID.

If your customer is unable to complete the online sign up, please make a 3-way call between yourself, the customer and IBO Support by ringing the ACN Concierge Number on 0508 226 000. At least one attempt must be made online via your Personal IBO Website before making this call.

HOW TO PLACE A POOL PLAN ORDER

IBOs and customers can place orders for Pool Plans by following the steps below:

- Call 0508 226 000 (select option 1, then option 1 again).
- Customers will need to supply IBO ID and IBO First and Last Name over the phone to the telesales agent and record their order number and service number. The order number and service number need to be passed to you as their IBO.
- If after 3 business days from order date you haven't seen the order in your Personal Customer List, then please raise a Missing Customer Claim form.

For ACN related questions, issues and escalations send an IBO Enquiry Form via www.acnpacific.com/ibo/contact or use the IBO Support Chat.

2degrees contact numbers

Customer Care (once a 2degrees customer):

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

- 200 from their 2degrees Mobile
- 0800 022 022 from within NZ
- +64 22 200 2000 from overseas

ACN TRAINING

ACN provides a full range of training & resources which can be found in Pacific Compass :

www.acnpacific.com/ibo/product-training-nz

IMPORTANT FORMS

Claim Missing 2degrees Customers and Points:

www.acnpacific.com/nz/nz-2degrees-form/

IBO Enquiry Form:

www.acnpacific.com/ibo/contact