



About 2degrees

1. Who is 2degrees?

Two Degrees Mobile Limited (as they are officially known) is New Zealand's newest full service telecommunications provider. They commercially launched in 2009, significantly lowering the cost of mobile for Kiwis. It's 2degrees of closeness, not 6 degrees of separation.

They have the backing of a unique partnership of international and Kiwi investors that have enabled them to build a brand new mobile network, covering 98.5% of the places Kiwis live and work.

2degrees is New Zealand's most awarded telco as voted by Canstar Blue for having the Most Satisfied Customers in 2016, 2017 and 2018.

Accreditation

2. Do IBOs need to complete accreditation to sell 2degrees?

Yes, all IBOs must complete the 2degrees accreditation modules and successfully complete a short quiz answering 4 out of 5 questions correctly (80% pass mark) before they can refer customers to 2degrees. If you don't pass the quiz first time, don't worry, you can resit the quiz as many times as you need to.

3. How long do I have to complete the accreditation?

All IBOs (new and existing) who wish to sell 2degrees must complete the accreditation prior to referring customers.

4. Do IBOs need to complete 2degrees accreditation annually?

Yes, IBOs will need to resit the accreditation on (or shortly before) their IBO Annual Renewal date.

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

No. 2degrees services signed up via ACN will not generate points and commissions whilst the IBO remains unaccredited.

Compensation

6. How many points can I earn for a 2degrees service?

There are up to 3 customer points available (including a bonus point available until 31 October 2017) depending on the order type and monthly plan fee. You should always check the latest NZ Compensation Plan for the latest points information.

7. What is the commissionable revenue rate for 2degrees services?

The commission rate is 50% of the monthly plan fee for new mobile voice connections and 0% for mobile broadband connects.

You should always check the latest NZ Compensation Plan for the latest compensation information.

8. 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 2degrees 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.
- PCLs will be updated each day with Mobile customers and points.
- Commission payments will commence 3 months from the activation date.

Remember:

- All applications are subject to credit approval by 2degrees. This may delay orders for which additional information is required from the applicant
- A customer will be held in an incomplete status in your PCL if you have not yet completed the 2degrees accreditation training.
- IBOs should contact IBO Support with enquiries regarding points, commissions and their PCL.



9. Will I earn points and commissions if I sign up an existing 2degrees customer?

No, the opportunity is for new to 2degrees customers who sign up to a pay monthly plan via ACN.

10. Will non-Asia Pacific IBOs who sell 2degrees Mobile services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the 2degrees accreditation. This also applies for non-active IBOs who become active and begin selling 2degrees to new customers.

2degrees plans and offers

11. What offers can ACN customers get from 2degrees?

- From time to time ACN will have exclusive offers. These will be communicated to IBOs.
- Any advertised 2degrees offers included in their chosen plan.

12. Can customers share their Unlimited calls, text, and data?

With the 2degrees' Carryover Pool Plan, customers can share the unlimited standard calls and texts to NZ and AU, plus they can also share the data on a \$55 or \$70 Pay Monthly Plan. With the new Unlimited Pool Plan, pool members will each have their own allocated 40GB data max speed, when added to the \$85 Unlimited Pay Monthly Plan.

13. 2degrees Pay Monthly Plans

2degrees offer customers a range of Pay Monthly plans – the NZ Carryover Data plans and the Unlimited NZ Data plan.

The NZ Carryover Data plans range from a \$30 monthly fee to \$70 per month. Customers on the \$55 or \$70 Pay Monthly plan can also "pool" their data with 2 or 3 people when they add Members on a Pool Plan. A \$25 charge per month (or part month) applies for each Carryover Pool Plan Member. The Pool Member charge is in addition to the monthly Carryover Plan charge.

Customers on the \$85 Unlimited NZ Data plan can tether or have hotspot enabled. Pool members who join on this plan will have their own allocated data allowance of a massive 40GB max speed. A \$25 charge per month (or part month) applies for each Unlimited Pool Plan member. The Pool Member charge is in addition to the monthly \$85 Unlimited plan charge.

14. What Add Ons are available on 2degrees' Pay Monthly Plans?

If your customer needs a little extra talk time or data, or wants even better value on international calls or NZ landlines, they can simply choose one of the following Add Ons:

- Chat Add Ons
- Data Add Ons
- Data Add Ons – Aussie Roaming Pack

15. 2degrees Unlimited Plans

The \$85 Unlimited Plan included Unlimited Calls and texts to NZ and AUS and it is NZ's first Unlimited data plan with tethering and hotspotting enabled so your customers can use your data how they want it, when they want it. Plus, the Pay Monthly Unlimited Pool Plan for \$25 per month provides each member with their own "Unlimited NZ Data" allocation of 40GB max speed each.

16. What is the Refer. REWARD. Repeat IBO incentive?

IBOs can earn \$10 credit for every Pay Monthly connection they sign up which they can use towards their own 2degrees plan and phone. The more you sell, the more credit you receive – there's no maximum limit. To receive the credit, you need to register each sale at www.2dacn.co.nz T&Cs apply – visit www.2dacn.co.nz for details.



Sign up

17. What are 2degrees' prerequisites before applying for a Pay Monthly Plan?

Before applying for a Pay Monthly Plan, customers must:

- Be at least 18 years old
- Have a valid NZ Driver's License
- Have a physical address
- Provide a valid email address

18. Can customers with only 1 name reflected on their driver's license still apply for a mobile service?

The 2degrees Online Shop requires customers to input their first and last names. If a customer only has either their first name or last name reflected on their driver's license. They'll need to call the ACN 2degrees concierge number - 0508 224 000 to complete their order. After that, the referring IBO is required to raise a Missing Customer Claim.

19. Is there a shopping limit on the 2degrees Online Shop?

Yes. Customers can only buy a maximum of four SIM cards at any one time. Their purchases may also be subject to credit check limits.

20. Can an existing 2degrees customer apply for an additional or a second service?

Yes, an existing 2degrees customer can add additional services through the ACN 2degrees online process. However, each new connection or service has to be done as a separate transaction/session with a separate cart and sign up process.

21. Is there any restriction on the number of orders that can be placed for the same Customer ID?

Yes, each account can have up to 5 services in total.

22. Can an existing 2degrees customer add on a Mobile Broadband service via the online buyer journey without taking a new service?

A Mobile Broadband plan is classed or counted as an 'additional service'. If extra data is required, there are options to buy additional packs, move up a plan with more data included, or share the data with another 2degrees customer. Click here for more information regarding 2degrees' Shared Data.

General FAQs

23. What is the network coverage like?

2degrees built its own world class network to give customers the best mobile experience. They have 98.5% of places where Kiwis live and work covered so your customers can enjoy their mobiles how they want, where they want.

ACN recommends that prospective customers check the 2degrees network coverage in their location prior to applying for services. A coverage check can be completed at www.2degreesmobile.co.nz/coverage

24. How do I represent myself when referring customers to 2degrees?

Once you have completed the 2degrees accreditation, you can refer to yourself as an ACN Independent Business Owner who is an Authorised 2degrees referrer.

25. Can 2degrees agents provide customer information to an IBO?

No, for privacy reasons only authorised contacts may be provided information on behalf of a customer.

26. How can my customers monitor their usages?

2degrees "Spend Control" keeps an eye on the total spend across minutes, texts and data your customer has used and spent over and above their monthly plan allocation, including any extra add-on packs they may purchase during the month.