

Vodafone Accreditation Training

Customer Activation Process



Now that you we have covered the application process for your customers, let's look at the important areas relating to the activation of services :

We'll look at:

- Who to contact at each key stage of the order process
- An overview of the activation process
- What steps to take for follow ups or escalations
- Important milestones for your points and commissions
- PCL purge rules, and finally
- A summary of all the key points in this course

Who to contact & when

Pre-sign up



Not signed up to Vodafone or have questions about the sign up process

Get in Touch Form
www.acnpacific.com

Sign up



Via IBO Direct StoreFront or
www.acnpacific.com/mobile

ACN Vodafone
Hotline
1300 365 898

Order status



Go to
www.vodafone.com.au/tracking

ACN Vodafone
Hotline
1300 365 898

Active



Activated by
Vodafone

Vodafone Customer
Care: 1555 or
1300 650 410

Top tip

DO NOT contact other Vodafone channels prior to activation – you will NOT receive points!



Who to contact during the activation process is extremely important that you and your customer get correct. Especially since if your customer goes directly to a Vodafone retail store or their direct sales team you will then **not** receive any points for the sale.

For: **Pre Sign up** - Customers who have not signed up to Vodafone and /or customers who have questions about the sign up process – have them complete the online 'Get In Touch Form' and ACN's Support will respond.

During Sign up - Customers should sign up to Vodafone via your IBO Direct StoreFront or acnpacific.com/mobile – any questions and they can go to the ACN Vodafone Hotline 1300 365 898

At the **Order Status** stage - Customers can check the progress of their order themselves online at www.vodafone.com.au/tracking#/ or if required call the ACN Vodafone Hotline 1300 365 898

The customer must directly contact the ACN Vodafone support Team to activate a new service, not the IBO. Remember the main message: If contacting other VF channels during this phase, you will NOT receive points! Ensure your customers do not contact Vodafone directly prior to service activation.

So now you know all the different teams and numbers to contact for enquiries during the stages of Pre-Sign Up, Sign up and to follow up order status, now let's cover off who to contact once your customer's service is active with Vodafone.

Customers who have been activated with Vodafone are now a Vodafone Customer so any queries on billing or their service customers can now deal directly with Vodafone Customer Care **1555** or **1300 650 410**

The main message is: Only contact Vodafone directly after the service has been activated by Vodafone

Customer Activation Process



Top tip

ACN does **NOT** manage billing or customer service once the service is active. All matters post sign up should be directed to Vodafone Customer Care (1555)



Let's now cover off the Customer Activation Process so you understand the major steps once your customer has completed their online sign up for a new service.

So what happens after your customer applies for a new service?

1. There will be a Vodafone credit assessment process which is mandatory for all new applications
2. Order shipment – Typically within 3 business days. If the customer needs to, they can always check online at Vodafone tracking by entering their postcode.
3. Vodafone will advise your customer if their desired device is out of stock.
4. Service activated at time of shipping (for new connections)
5. Customers who wish to port their number can do so after they receive their SIM, by following the instructions provided.

Note: ACN does not manage billing or customer service. All billing and customer matters post sign up should be directed to Vodafone Customer Care.

The applicant will become a customer of Vodafone and not of ACN.

IBOs must not contact Vodafone on behalf of any customer.

Vodafone Follow-Up & Escalations

Missing Customer



IBO Direct StoreFront, ACN website
or ACN Vodafone Hotline &
Complete Missing Customer Form

Information required

- ✓ Customer name & mobile number
 - ✓ Order number
- ✓ Ported Mobile number or
- ✓ New allocated mobile number
- ✓ Browser history screenshot

Order Status Unknown



Track order online

1300 365 898

Information required

- ✓ Customer name
- ✓ Customer contact
- ✓ Vodafone number
- ✓ Brief of scenario



Here are some of the major reasons customers may need to contact Vodafone or deal with common issues. Let's start with the most common escalations and cover what the resolution process is and the information that is required to ensure the issue is resolved as quickly as possible.

1. If you have a '**Missing Customer**' from your Personal Customer List and the order was processed through one of the correct channels - such as IBO Direct StoreFront, ACN website or the ACN Vodafone Hotline (1300 365 898) - then you need to complete the 'Missing Customer Form' in Back Office.

Please complete the following details to help us allocate your customer points correctly, remember some of this information is contained in the emails sent by Vodafone to your customer:

- Customer name
- Order number
- Customer mobile number
- Mobile number that was ported to Vodafone or the new mobile number allocated to your customer
- Screenshot of the browser history showing the web sign up

2. If your customer wants to know the status of their order they can:

- Track order online <http://www.vodafone.com.au/tracking#/> or
- Customer call 1300 365 898 provided in confirmation email to check their order status

They just need to provide - Customer name, Customer contact, and Vodafone number and a brief of the scenario

Vodafone Follow-Up & Escalations

Incorrect plan/offer or device



My Vodafone
Call 1555

Escalate if unresolved

Information required

- ✓ Customer name
- ✓ Customer mobile number
- ✓ Brief of scenario

Network Issues



Coverage Checker
Call 1555

Escalate if unresolved

Information required

- ✓ Customer name
- ✓ Customer mobile number
- ✓ Type of Device
- ✓ Brief of scenario



Here are some other important scenarios so you are familiar with the follow-up and escalation processes

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1. If your customer has an Incorrect plan/offer/device they can check with or make changes through the 'My Vodafone' application, call Vodafone Customer care on 1555 and escalate through these channels if unresolved.

They will need to provide their name, mobile number and a brief of the scenario.

2. If your customer has network issues they can use the Vodafone coverage checker, call Vodafone Customer care on 1555 and escalate through these channels if unresolved.

They will need to provide their name, mobile number, the type of device and a brief of the scenario.

Points + Commissions – Key Milestones



So let's cover off all the important events that will occur so you understand how events over time impact your points and commissions.

Of course always refer to the latest version of the Australian Compensation Plan in the new Back Office for how many points you will receive for new services and upgrades, contract term etc.

Here are the important timelines to be aware of:

In the first 24 Hours: if that IBO has **not** attained Vodafone Accreditation, network activated customers added 30+ days after an IBO's start date will be held in Incomplete status in their Personal Customer List. Upon attainment of Vodafone accreditation, these will update to Active status within 24 hours. This is why it is critical to have completed your Vodafone Accreditation and passed the online quiz.

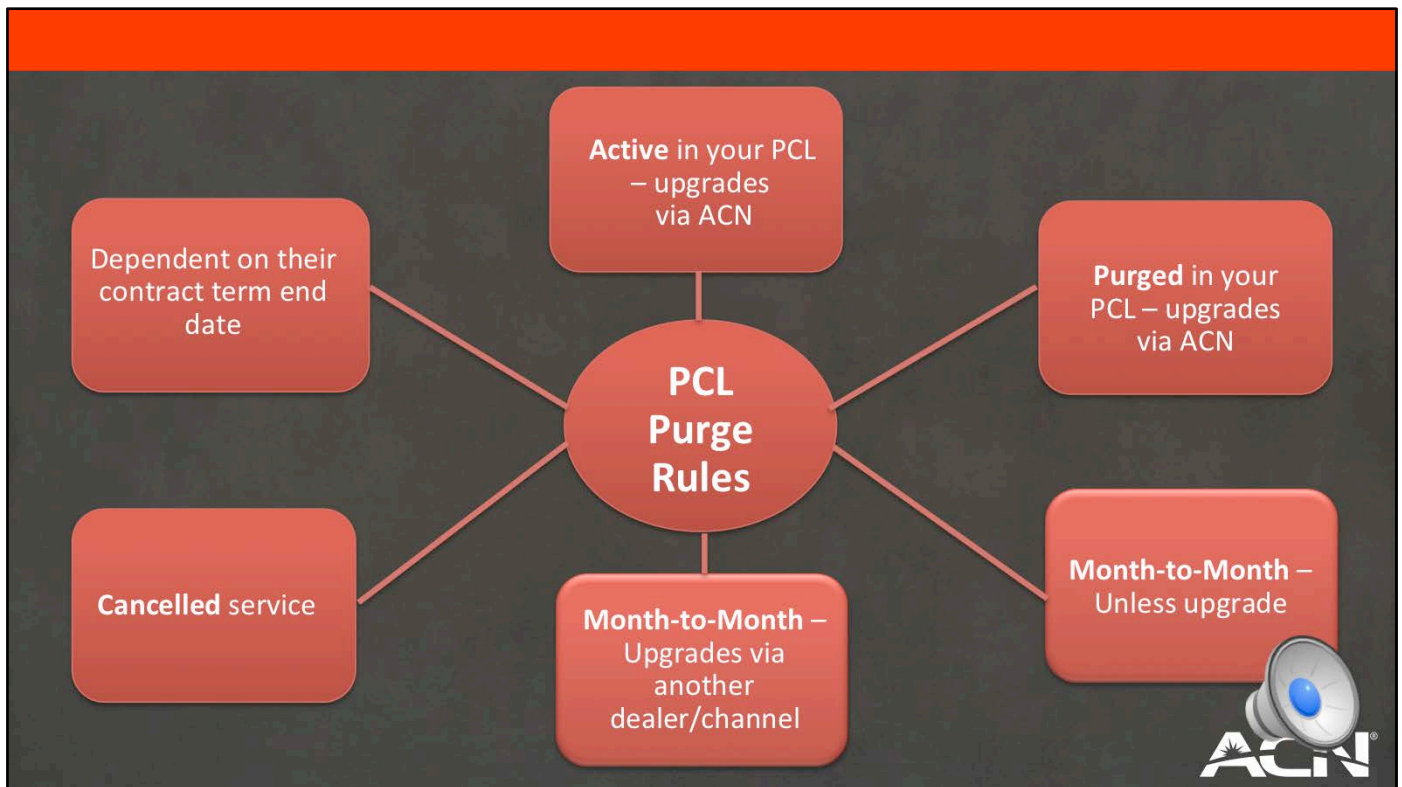
Secondly, qualification points will be allocated **after** the SIM is shipped to the customer and this will typically reflect in your PCL within the **following 48 hours**.

Next, following the processing of a mobile application, the corresponding customer(s) should appear in your Personal Customer List (PCL) within 1-3 business days.

At 3 Months: Commission payments will commence 3 months from the activation date.

On a **Daily basis** please be aware that:

1. PCLs will be updated each day with Mobile customers and points; and
2. All applications are subject to credit approval by Vodafone. This may delay orders for which additional information is required from the applicant.



Let's now cover off important information so you understand when points will purge or be removed from your Personal Customer List.

1. A Vodafone customer on a 12, 24 or 36 month contract term will be purged at the end of their current contract term.
2. If a Vodafone customer who is **Active** in your PCL upgrades via ACN, their contract end date will be updated based on their new contract. If a different IBO is specified in the upgrade application, the customer **will remain allocated to you**.
3. If a Vodafone customer who is **Purged** in your PCL upgrades via ACN, they will be reinstated to Active status. If a different IBO is specified in the upgrade application, the customer **will be transferred to that IBO**.
4. A Vodafone Month-to-Month customer will be purged 12 months after activation unless the customer upgrades prior to that date.
5. A Vodafone Month-to-Month customer will be purged immediately if the customer upgrades via a dealer/channel other than ACN.
6. And finally, a Vodafone customer of any type will be purged if the service is cancelled.

Please remember all of these possible scenarios when you notice points changing in your Personal Customer List. And of course always refer to the latest version of the Australian Compensation Plan in the new Back Office for how many points you will receive for new services and upgrades, contract term etc.

Summary of Key Points for Accreditation

- ✓ Postpaid services as **new connections or upgrades**
- ✓ **Network Satisfaction Guarantee** available first **30 days**
- ✓ The **sign up method** depends on the service(s) required
- ✓ Application ID details must match **Government issued documents**
- ✓ Always go through your **IBO Direct StoreFront**
- ✓ ACN Vodafone team **1300 365 898**



IBOs may refer customers to Vodafone postpaid services as new connections or upgrades including mobiles, mobile broadband and SIM only

The Vodafone Network Satisfaction Guarantee is available to new customers for their first 30 days (Ts & Cs apply)

The sign up method depends on the service(s) required by your customer - have your customers follow the steps from your IBO Direct StoreFront

To ensure you receive compensation it is important that your customers only call the ACN Vodafone channel phone number **1300 365 898** for enquiries until their service is active (i.e. they can make/receive calls from their Vodafone SIM). Customers cannot sign up to Vodafone via ACN in a Vodafone store or dealership. Doing so will result in the referring IBO not receiving points or residual income for those services and customers not receiving any available ACN exclusive offers.

Summary of Key Points for Accreditation

- ✓ **ACTIVE** - Vodafone Customer Care on 1555 or 1300 650 410
- ✓ ACN does **NOT** manage billing or customer service
- ✓ Order number for progress - www.vodafone.com.au/tracking#/
- ✓ Customers will be **purged** at the end of contract term
- ✓ Tools > Resources in new Back Office

**Congratulations – you have completed the training module
Now complete your online quiz!**



All enquiries once the service is active should be directed to Vodafone Customer Care - ACN does not manage billing or customer service

Customers can check the progress of their order online at www.vodafone.com.au/tracking#/ by just entering their order number from their order receipt.

A Vodafone customer on a 12, 24 or 36 month contract term will be purged at the end of their current contract term.

For enquiries regarding missing customer points, credit reassessment or orders for 9 or more services or other useful documents, please go to Mobiles section within Resources in Tools in your new Back Office

You have now completed the section on the Customer Activation Process. If you are confident you have understood all of the content so that you can pass the quiz at the end, then please proceed to the next and final module 'Complete your Assessment' Here you will find instructions and the link to the quick mandatory online quiz.