

Vodafone Accreditation Training

Customer Application Process



Now, let's cover off everything you need to know to get your customer's service active once they are happy to move forward with the opportunity.

You will have already asked them a range of questions about their needs. Now it's simply a simple matter of completing the application for the services they need.

Order Types

1. New Connections

2. Upgrades



Let's start with a quick reminder of the 2 different order types and which services they apply to depending on your customer's situation.

IBOs may refer customers to Vodafone in the following 2 scenarios which we will cover in detail
- New Connection and Upgrades.

Order Types

1. New Connections

- ✓ New service
- ✓ Additional service
 - New mobile or mobile broadband
 - 12, 24, 36 or month-to-month contract
 - Both equipment and SIM-only offers

2. Upgrades

- ✓ Existing Vodafone service
- ✓ Does NOT matter if previously connected to Vodafone
 - New 12, 24, or 36 month contract
 - Both equipment and SIM-only offers
 - Prepaid to post paid



Let's now look at each one so you are clear what they mean and how the order process proceeds

1. A New Connection:

- Is a new service. This can be for a customer that is new to Vodafone or it can
- Include new services added to existing Vodafone accounts
- New connections also cover new mobile or mobile broadband service to the Vodafone network via ACN on a month-to-month basis. Any equipment attached will be on a 12, 24, or 36 month contract term.
- Includes both equipment and SIM-only offers

2. An upgrade is :

- The commitment by an existing Vodafone customer to a new contract term for an existing mobile or mobile broadband service via ACN
- It does not matter whether the service was previously connected to Vodafone via ACN or another channel
- 12, 24, 36 month equipment contract
- Includes both equipment and SIM-only offers
- Current Vodafone prepaid customers or customers who have been prepaid customers within the last 60 days (even if they are currently with a different provider) should be processed as upgrades

Consumer Application Process

New connection or Upgrade
(non data share accounts)

Upgrade for data share
accounts

SIGN UP

ACN Direct
StoreFront



Order Type
(1-4 Services)

UPGRADE

Vodafone ACN Team
1300 365 898



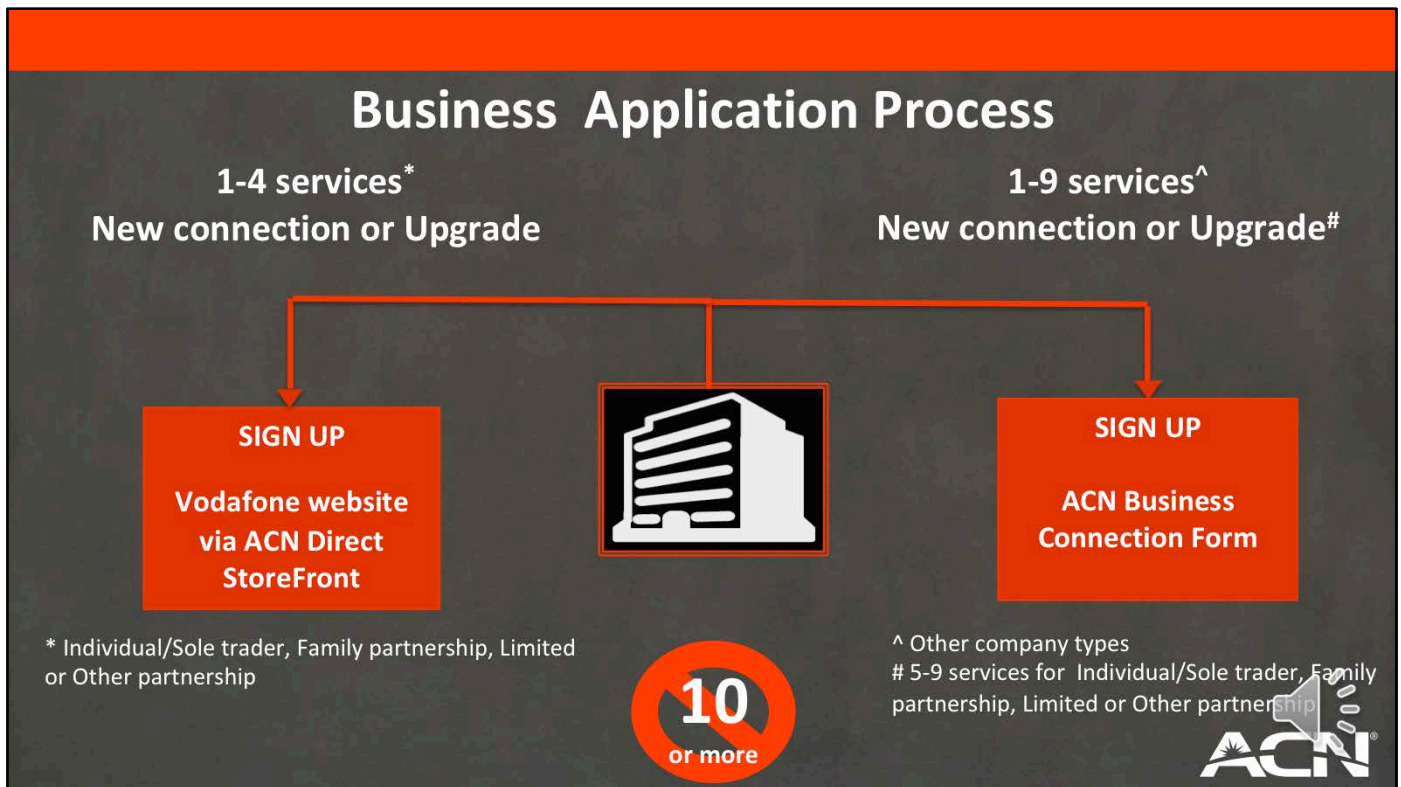
Once you have determined if it is a new service or an upgrade your customer can begin completing their application.

Let's start with the consumer Application Process for 1-4 services.

There are 2 processes if the customer wishes to order between 1-4 services.

1. For a new connection or an upgrade for a non-data share account (whether your customer is upgrading their postpaid service or upgrading from prepaid to postpaid) your customer should sign up via your ACN Direct StoreFront > Vodafone Website via your > Your Customer must complete the application
2. For an Upgrade on a data share account > Contact the Vodafone ACN Sales team **1300 365 898** > Your customer needs to call and that team will process the application for them. They need to quote your IBO Business ID so you are acknowledged for the sale.

Remember, when your customer goes online, we'll direct them down the correct process path by asking them a few simple questions.



Now let's cover off the Business Application Process.

Again, there are two possible scenarios:

1. For 1-4 services where it is a new connection or an upgrade to a handset or SIM only plan and the company type is an Individual/Sole Trader, Family Partnership, Limited Partnership or Other Partnership then your customer needs to complete the entire application via your ACN Direct Storefront.
2. For 1-9 services for Other company types or 5-9 services for then an ACN Business Connection Form needs to be completed by your customer when they are applying online.

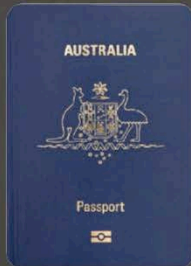
Again, your business customers will be asked a series of questions to help guide them down the correct path

Please note at this time ACN cannot facilitate orders of 10 or more services for a single business customer at present

100 Points of Identification



Always match government issued ID documents



Passport
Number with
Date of Birth



Driver's Licence
Number



Current Medicare
Card



Current
ABN or ACN



Every customer who applies for Vodafone services will be required to provide 100 points of identification because **everyone is subject to credit approval!** Incorrect entry of ID reference information is the most common cause of application delays. Getting this right will greatly improve your customer's experience and ensure that their application is processed in the shortest possible time. Refer to the Vodafone Credit Check Process & FAQ document in Back Office for more details.

Here are the most important tips for each document type to ensure this is done correctly:

- 1. Passport** - The customer should take extra care to enter the Passport Number and Date of Birth exactly as they appear in the passport.
- 2. Driver's Licence** - Some driver's licences have card numbers as well as licence numbers. Remind your customer to check that the licence number only is entered.
- 3. Medicare Card** - It is common for health care or health insurance cards to be substituted for the Medicare card. These are not valid. Please ensure the customer provides the number of a current Green Medicare card.
- 4. ABN/ACN** - Business customers will be required to provide their current 11-digit ABN or ACN to be eligible for business offers.
Customers should always make sure application ID details match Government issued ID documents.

So now let's have a look at an example of the application process in action. Go to the next task and you will see the steps that need to be taken for the customer application process.

Once you have watched the process you will have completed the Customer Application 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 module 'Customer Activation Process' and remember to mark each task 'Complete'.