

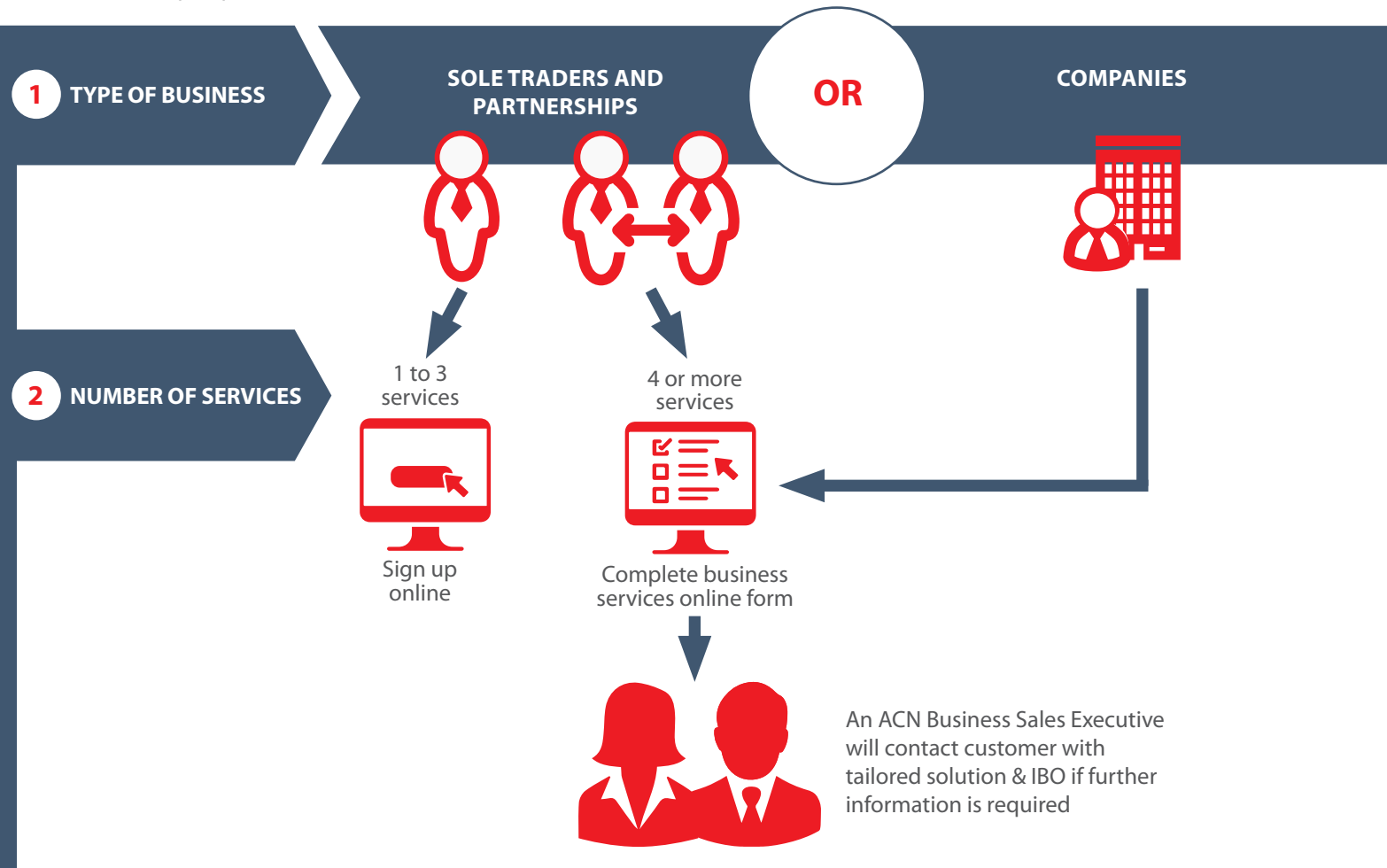
Through our partnership with Vodafone, ACN provide mobile and mobile broadband solutions for small to medium sized businesses. To help you tap into this market and grow your small business customer base, we now have a dedicated ACN Business Sales Executive who will do all the hard work for you by designing a solution to meet their business needs.



SIGN UP

1. How does a customer sign up for a Vodafone business service?

This will depend on the type of company the customer has and the number of services required. An overview of the sign up journey is shown below, however, once your customer is on the Mobile page of your Direct StoreFront or www.acnpacific.com/mobile, the customer will be directed down the correct sign up journey path based on their answers to a few simple questions.



2. What benefits will my customer receive from signing up with Vodafone via ACN?

In addition to any available ACN exclusive Vodafone offers, your customers will benefit from having a dedicated Business Sales Executive who will:

- tailor the best possible solution to suit their business needs,
- walk them through the credit check and order completion process (if credit approved) step by step.

In other words, our Business Sales Executive will do all the hard work for your customer so that your customer can focus on running and growing their business. Depending on availability and the number of services required, we may also be able to offer a special “business discount” in some circumstances.

3. How long will it take for my customer to receive a call from the Business Sales Executive after completing the business services form?

The ACN Business Sales Executive will contact your customer within 2 business days from submitting the completed business services form. If your customer is not available, The ACN Business Sales Executive will continue to attempt to contact them but may also reach out to you, their IBO, to assist in reaching the customer.

4. What information is required from my customer?

To complete the business services form, your customer will need the following information to hand:

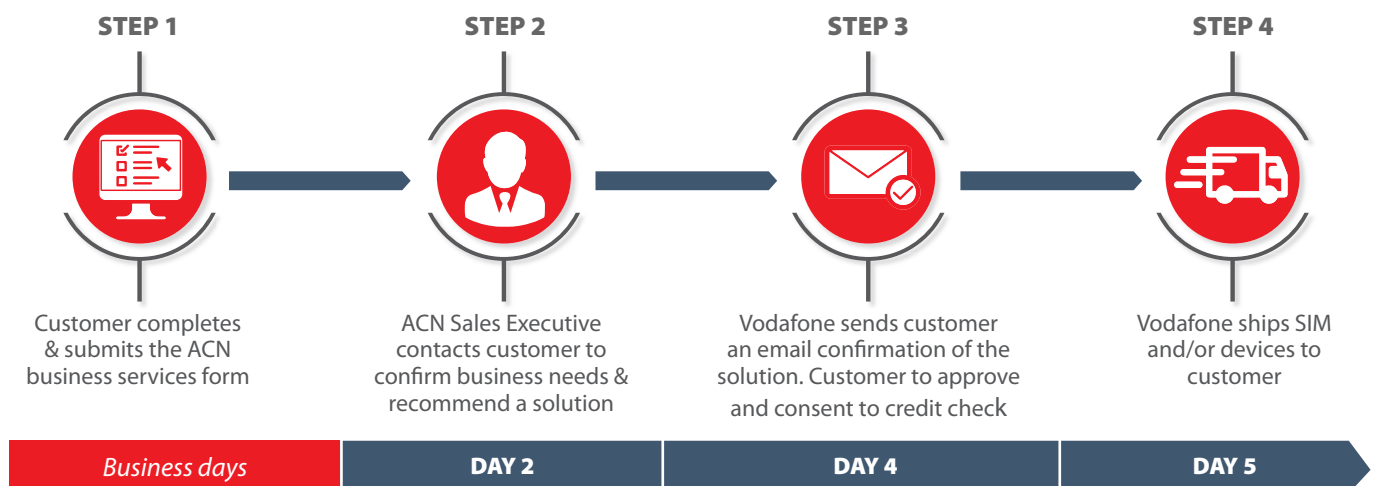
- Your IBO Business Team ID
- An electronic copy of the business’s monthly mobile/mobile broadband bill (this is a mandatory requirement)
- Their ABN as registered with the government.

In preparation for our Business Sales Executive’s call, the customer will need the following information so they can save time on the call:

- 100 points of ID such as their Driver’s License/Passport plus a credit card/green Medicare card

5. How long does the business sign up process take?

The process should take 2-5 business days from successful submission of the online order/Business services form. However the time will depend on various factors (for example time taken for the customer to approve the mobile/mobile broadband proposal, credit check result and device availability). An overview of the standard timeline is shown below:





COMPENSATION

6. How will I be compensated for business services?

You will be compensated for business services in the same way as consumer services. We recommend you check the latest AU Compensation Plan for details.



TARGET MARKET

7. Are there any businesses I cannot offer an ACN Vodafone service to?

Yes, if the business's existing mobile/mobile broadband services are with Vodafone, we will not be able to process the order. We will advise customers of this when they complete the Business Services Form via a pop up message.

However, if an ACN IBO owns a business where their existing mobile/mobile broadband services are with Vodafone, the IBO is permitted to proceed with placing a business order.

We recommend you avoid targeting large corporate chains and businesses that require more than 50 mobile/mobile broadband services as these organisations are likely to have lengthy tender/sign off processes, special discounts, complex contractual requirements as well as a dedicated account manager with their existing service provider.

In addition, companies requiring more than 50 services should not be targeted.

8. What types of businesses will be contacted by the ACN Business Sales Executive?

- Sole traders & Partnerships requiring 4 or more services
- Businesses where the entity type is 'Company'

9. Which types of businesses should I be targeting?

We recommend you target small to medium sized businesses that require up to 50 mobile/mobile broadband services. Ideally the business should be out of contract with their current mobile/mobile broadband service provider or in the last 3 months of their contract to avoid paying Early Termination Fees with their current service provider. Small businesses have a strong dependency for both mobile and broadband to ensure their businesses run effectively and keep them on top of the game.

10. Can I target all company types?

No, we are unable to provide services to companies registered as a Trust. We can provide services to other types of companies such as sole traders, partnerships and private companies. If you are unsure what type of company your customer has we recommend you enter their ABN the Mobile Business page of your Direct StoreFront or at: www.acnpacific.com/mobile-business.



GENERAL

11. Will I be copied in on correspondence from ACN and/or Vodafone to my customer during the sign up process?

No, you will only receive email notification from ACN when a customer completes the business services form and when a proposal has been sent to your customer. The email won't include a copy of the proposal, so we recommend you follow up with your customer to see if they have any questions you can assist with.

12. How can I find out the status of a business services application?

Confirmed and approved applications will appear in your PCL. For an update on the status following the proposal being sent, you can request an update by raising an enquiry with IBO Support - you must include the application reference number provided.

13. Who should my customer contact after they have ordered their service and it is active on the Vodafone Network?

They should call Vodafone's Business Customer Care team on 135 888. There are over 150 agents ready to handle all post-sale enquiries the customer has about their Vodafone service, including;

- Billing enquiries
- Shipment tracking
- SIM card issues
- Provisioning (activation) of services

14. Can an IBO contact ACN's Business Sales Executive on behalf of a customer to enquire or complete a business services form?

No, the customer must directly contact our Business Sales Executive to enquire or complete their order.

15. Can customers contact the ACN Business Sales Executive to activate their services?

Once an order has been credit approved, the ACN Business Sales Executive will be directing any further customer enquiries to Vodafone's Business Support Team for activation/provisioning of services and for SIM and equipment shipping.



Remember, to allow customers to make a business services application, IBOs must successfully complete their Customer Acquisition Code (CAC) and Vodafone Accreditation training.