

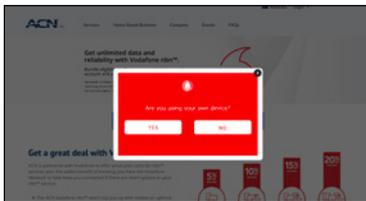
Please follow the steps below when referring your customers for Vodafone nbn™ services to ensure the customer is allocated to you.

Step 1 Speak to your customer about Vodafone nbn™ benefits including the bundle and save opportunity if they have another Vodafone service such as Vodafone Mobile or Vodafone Mobile Broadband.

Step 2 Refer them to the nbn™ page of your Personal IBO Website. Click on the **SHOP NOW** button. (Ensure they are on their own device to avoid instant credit declines.)

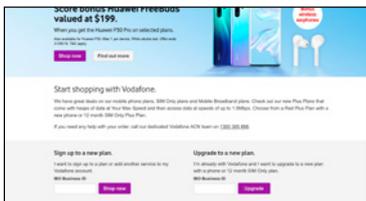


a. If the customer is using their own device, they can click **YES**.

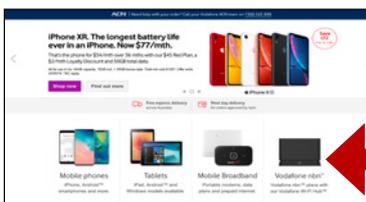


Once your customer is on the ACN Vodafone page check that your IBO Business ID is populated in the field in the “**Sign up to a new plan**” section.

b. Click **SHOP NOW** once IBO Business ID is entered.



c. Customer can now select Vodafone nbn™



Step 4 Customer will now proceed with checking service availability by entering the exact address of the premises to be connected.

Step 5 Customer chooses the best plan for their needs.

Step 6 Customer **Adds to cart**.

Step 7 Customer checks details and goes to **Checkout**.

If the customer is unable to process the order online, or for any reason during the order process they are asked to phone Vodafone, it's important your customer follows these steps:

Step 1 The customer can call the Vodafone ACN Hotline (1300 365 898) where they will be transferred to the nbn™ Sales Team to place their order. **Please note, your customer won't be asked for your IBO ID.**

Step 2 You will then need to raise a Missing Customer Claim Form here: www.acnpacific.com/vodafone-nbn-missing-points

Remember:
If your customer has any questions during sign up, they need to call **1300 365 898**.

- Remind customers to ignore messages to call Vodafone presented elsewhere in the website.
- Remind customers to ignore live webchat.