

IBO Sign-Up Process and Fees

What do I need to do to become an ACN Independent Business Owner (IBO)?

Individuals (including sole traders), companies, trusts or partnerships can apply to become an IBO with ACN by completing an ACN IBO Agreement online via www.acnpacific.com

All successful applicants must inform ACN of their Australian Business Number (ABN) in order to receive any earned bonuses and/or commissions. Registering for an ABN is FREE. You can apply for an ABN electronically via www.business.gov.au or obtain a registration application from your local Taxation Office or Post Office. For more information please refer to the ABN Guide located in the “My Business” page of the IBO Back Office.

A company, trust or partnership must provide ACN with a list of all partners, shareholders, trustees and beneficiaries by completing the appropriate form (1, 2, or 3) which can be downloaded via the “Business Documents” section of your IBO Back Office. It is the IBO’s responsibility to ensure that ACN has received all of the required documentation to list the IBO’s status as a company, trust or partnership. If ACN has not received the appropriate documentation within 30 days, ACN will suspend the IBO’s position until all of the documentation is received and processed by ACN.

For more information please refer to the “IBO Resources” section located in the My Business page of your IBO Back Office.

What does the Sign-Up fee cover?

The Sign-Up fee enables IBOs to have their own telecommunications and essential services business and ‘outsource’ all aspects of servicing customers to ACN: customer service, data entry, provisioning, rating and billing, collections and certain marketing activities.

What does the Monthly Business Support Fee cover?

The Monthly Business Support Fee covers costs for supporting IBOs, including marketing support, educational materials, public and secure websites, IBO contact centre, online reporting tools and an online Personal IBO Website.

Is there an Annual Renewal Fee?

Yes, the fee is payable within 30 days of each anniversary of the start date of the IBO.

The IBO will be notified via the IBO Back Office and by email when the Annual Renewal Fee is due prior to the anniversary date.

If payment is not received within 30 days of the anniversary date, the IBO will be placed on “non-renewed” status and will not be entitled to receive the support services provided by ACN or to receive CAB and commission payments. Plus, any tools or subscriptions such as your personal IBO website will be cancelled.

NOTE: All payments will be automatically debited from the payment method specified in Back Office.

Can ACN IBOs residing outside of Australia sponsor IBOs and acquire customers in Australia?

Yes, IBOs residing outside of Australia can sponsor Australian IBOs and can refer customers to Australian services once they have completed the relevant accreditations.

IBO Accreditation

It is a requirement of the ACN IBO Agreement that all Australian IBOs successfully complete the IBO Accreditation within thirty days of becoming an ACN IBO and within thirty days from annual renewal. Please see section 1.1b of the ACN Policies & Procedures document for details.

New IBOs will receive more information regarding IBO Accreditation in their welcome emails.

IBO Training, Support and Marketing Materials

Am I able to visit the ACN Pacific Office?

ACN holds office tours at our Bondi Junction Headquarters at specific times. To book your place, email comms@acnpacific.com.au.

How can I access my IBO Back Office?

You will need your Business ID number and a password to access your IBO Back Office (via www.acnpacific.com). If you are a first-time user, simply follow the prompts emailed to you to obtain your password.

If you are unsure of your Business ID and/or the password that you require to access your IBO Back Office, please call IBO Services on **1300 767 226**.

What training is available to ACN IBOs?

Training presentations, videos and other support materials are available under the "Training" section of your IBO Back Office.

In addition to this, ACN's leaders conduct regular local and regional IBO training sessions across Australia. These training sessions provide important tips for presenting the ACN Opportunity to prospective IBOs and invaluable customer acquisition training for new and current IBOs. Bringing guests to these events is a great way of introducing prospects to the ACN Opportunity. For a schedule of upcoming local and regional training events, please refer to the "Events" section on the IBO Back Office.

ACN International Training Events are also held in locations around the world. You haven't been in business until you've attended an ACN International Event. You can register for these events by going to the "Events" section on the IBO Back Office.

Can ACN provide assistance to customers or IBOs for whom English is their second language?

Yes. Many of our customer and IBO services operators are multi-lingual and may be available to field enquiries from customers and IBOs for whom English is their second language.

Do I have to register for ACN's email news service?

You will be automatically subscribed to ACN in Action, ACN's email news service, using the email address you entered on the IBO Agreement. We strongly recommend that you continue your free subscription as important information relating to your business will be communicated via this service on a weekly basis. You can also refer to the "News" section of your Back Office for product announcements, training and business updates.

Where can I purchase business materials?

ACN has a range of business materials such as magazines, recognition pins, ACN merchandise and videos available for purchase through its online Success Store. You can access the Success Store via www.acnpacific.com/ibo/shop

Can I order ACN business cards?

Yes, business cards are available to purchase via Vista Print: www.acn.biz.vistaprint.com

Am I able to produce my own marketing collateral such as brochures, business cards, and websites?

ACN discourages IBOs from creating their own marketing and sales material and sets strict limits on what the material can contain (see section 1.2 of ACN's Policies and Procedures).

IBOs are prohibited from creating and/or distributing any marketing material without the prior written approval of ACN Compliance and your upline RVP. These rules ensure that a consistent message is communicated to the market and that marketing material does not breach fair trading and consumer protection laws. Read ACN's Marketing & Advertising

guidelines in the “IBO Resources” section of the IBO Back Office for more details.

ACN has developed a success system based on solid experience and knowledge. We have created marketing materials and activities to fully support this model and as such we believe that no other marketing materials or activities are necessary to become successful as an ACN IBO.

What support tools are available to help me in my ACN business?

We understand that as an ACN IBO you are in business for yourself but not by yourself. The IBO Back Office provides the latest information on ACN’s products and services, PowerPoint and video training, important ACN news, information on Regional and International events, and recognition of top achievers.

What tools can I use to manage and promote my ACN business?

ACN offers a wide array of tools to help you manage and promote your business, including a Personal IBO Website, Back Office Reports, the ACN Opportunity video and Aspire Magazine.

As part of your Signup and Monthly Business Support Fee, you receive:

- access to Back Office Reports, which gives you an in-depth view of your organisational structure and the activity of IBOs in your team
- a Personal IBO Website to promote the ACN Opportunity to your prospects
- a professional ACN branded email address
- alerts to keep you up to speed with events that occur in your organisation
- personal development tools and a training program to help you reach your fullest potential.

How do I keep track of my new Customers?

Your Personal Customer List (PCL) will show all your customers together with the status of their application.

When do I know that my customer is active with ACN?

Your customer will appear as “complete” on your PCL.

Customer Acquisition Bonuses (CABs), Commissions and Position Qualifications

Where can I find details on ACN's Compensation Plan?

The compensation plan and supporting documents can be found in the "IBO Resources" section of Pacific Compass.

How do I qualify for Customer Acquisition Bonus (CAB) payments?

To qualify for CAB payments you need to meet all of the following criteria:

- One of your newly recruited downline IBOs has become qualified within the eligible qualification period (30 days as per current ACN Compensation Plan), and
- New IBO (CAB-originating IBO) is located in your Open Line (for CQ and ETL CABs), and
- You are qualified as CQ or above as at the start date of your newly recruited IBO.

When do I receive my Customer Acquisition Bonus (CAB)?

Qualifying CAB payments will be processed for payment to uplines on the first Thursday following a 14 day waiting period (counted from CAB-originating IBO start date) and paid to the IBOs nominated bank account the following Tuesday / Wednesday.

What are the main reasons as to why my account is placed on a revenue hold?

There are four reasons why your account could be placed on revenue hold:

1. You have not provided ACN with your Australian Business Number.
2. Your IBO account has not been updated with your direct deposit details.
3. You have not sent ACN the requisite paperwork for your partnership, company or trust.
4. Failed or incomplete IBO Accreditation.
5. Overdue Annual Renewal Fee or Monthly Business Support Fee

Your account will remain on hold and you will not receive any CABs and Commission payments until ACN has received the required information.

Acquiring and Managing Your Customers

What is the process for acquiring customers?

Customers must complete an online order before they can be transferred across to ACN. IBOs must not place orders on the customers' behalf. IBOs should ensure their customer signs up via their Personal IBO Website. This will ensure the correct Business ID is specified. ACN also recommends coaching your customer through the online sign up process.

Contacting ACN

What are the main contact details for ACN's Australian IBOs?

IBO Chat

IBOs are encouraged to use IBO Chat – real time, online communication with specially trained IBO Services Representatives. To access IBO Chat login to IBO Back Office or visit www.acnpacific.com/contact-us

Please refer to your IBO Back Office for more contact details.

Postal Address:

ACN Pacific Pty Ltd
G2 19-23 Hollywood Ave,
Bondi Junction, NSW 2022

Telephone Number:

1300 767 226