

**This document is intended to help you manage your customers in the most efficient way possible. At the end of reading this document, you should have a better understanding of the customer acquisition process, privacy guidelines and using your Personal Customer List (PCL) as an effective management tool, giving you more time to build your business.**

## Privacy and Your Customers

ACN operates in accordance of the Federal Privacy Act (1988) and the Telecommunications Consumer Protections Code (C628:2012). For that reason there are restrictions on the information we can provide to IBOs and to the amount of access we can provide about your customers' accounts. If a customer wishes to have you or anyone else acting on their behalf, the customer will need to phone us directly and have you or their nominated person added to the account as either their Authorised Representative or Advocate. The customer will need to identify themselves to the customer service representative and provide the full name and date of birth of the person they would like authorised on their account.

Only the customer or their Authorised Representative may:

- Make changes to the customer's contact information in any way
- Request changes to their service including the adding of features such as Messagebank
- Make billing enquires such as amount due or information about individual calls
- Arrange for a technician to enter the customer premises for installation or service

Non authorised IBOs may:

- Pay customer accounts – we will not provide the amount due
- Report faults – any service inside the customer's premises will need to be authorised by the customer

ACN is committed to maintaining the privacy of both our IBOs and our customers. We ask that you do the same.

## The Personal Customer List (PCL)

Your PCL is a tool designed to help you manage your customers. It will tell you how many customers you have, as well as the status of each. Understanding what each status means is the key to effective customer management.

The PCL shows 4 different status types. For more detailed information on a customer's status, click on the customer ID number next to their name in the "detailed personal customer list" section of your PCL. These codes and the action required for each are listed below.

**Complete:** All of the customer's information has been submitted correctly and the service is either in the process of transferring to ACN, or has been transferred completely.

**Incomplete:** Some required customer information is missing. The customer is not with ACN, nor has their service been submitted for transfer from their previous provider.

**Scheduled to Purge:** The customer has been incomplete or inactive for 30 days or more. This gives you the opportunity to identify which customer has left ACN, or who is still required to submit further information, before they are removed from your PCL. Complete customers in "Scheduled to Purge" status will still count towards your qualification and/or commissions, until the purge date.

**Purged:** The customer has been removed from your PCL and no longer counts towards your qualification and/or commissions.

We trust you have found this information useful and we look forward to building a successful business partnership with you. If you require any further clarification on what you have read, please contact our friendly IBO Services Team via [ibosupport@acnpacific.com.au](mailto:ibosupport@acnpacific.com.au) / [ibosupport@acnpacific.co.nz](mailto:ibosupport@acnpacific.co.nz).