

## When Customer Points are received:

This document is a guide only as to when you can expect to receive Customer Points for your new Australian and New Zealand customers.

### Australian Customers

Service	You will receive Customer Points when
Vodafone - Mobile (SIM only)	Customer's service has been activated
Vodafone - Mobile (Devices)	Customer's service has been accepted
Vodafone - Mobile Broadband	Customer's service has been activated
Vodafone - nbn™	Customer's service has been accepted
Sumo - Electricity and Gas	Customer's service application is accepted
Sphere - Payment Processing	Customer's service has been activated by Sphere
ADT Security - Security and Automation	Customer has entered an agreement with ADT
MyNetFone - Cloud Phone	Customer's service has been activated by MyNetFone
amaysim Mobile	Customer's service has been activated and service in use
amaysim Mobile Broadband	Customer's service has been activated
MATE Mobile	Customer's service has been activated
MATE Broadband	Customer's service has been accepted

### New Zealand Customers

Service	You will receive customer points when
ADT Security	Customer has entered an agreement with ADT

**Read the ACN Compensation Plan documentation found in IBO Back Office for full details relating to Customer Points. Information correct as at 31 March 2021.**

**It is important to regularly check your Personal Customer List (PCL) for updates on the progress of your new customer applications. Your PCL is located in your IBO Back Office.**