



About ADT Security

ADT Security is synonymous with safeguarding property, people and their possessions for over 140 years.

In New Zealand, ADT Security is committed to providing ongoing reliable, quality service and innovative products. From protection of the average New Zealand home to the local corner store, ADT Security provides solutions tailored to the individual risk.

Accreditation

1. Do I need to complete an accreditation unit to refer customers to ADT Security?

You must complete the NZ CAC (Customer Acquisition Code) Training and pass the NZ CAC exam.

2. How long do I have to complete the accreditation?

You can complete the NZ CAC Training in your own time; however, you must complete it before referring any customers to ADT Security New Zealand.

3. How often do I need to complete the accreditation?

You must sit NZ CAC Training within 30 days of annual renewal of your IBO position if you wish to continue referring customers to ADT Security New Zealand.

4. Do uplines receive residuals if a downline IBO is not accredited?

No. ADT Security services referred via ACN will not generate Customer Points or commissions whilst the referring IBO remains unaccredited.

Compensation

5. How many points can I earn for an ADT Security service?

You can earn up to 2 Customer Points for each successful ADT Security customer referred. ADT FindU services will attract 1 Customer Point per successfully referred customer.

6. When will customers appear in my Personal Customer List (PCL)?

Once a customer submits their lead, the corresponding record will appear in your PCL within 24 hours. Qualification points will be allocated after ADT Security reports to ACN that the customer has accepted an agreement. PCLs will be updated 2 times per week with ADT Security customers and points. Commission payments will commence 3 months from the activation date.

Remember:

- All applications are subject to credit approval by ADT Security.
- A customer will be held in an incomplete status in your PCL if you have not yet completed the NZ CAC Training.
- IBOs should contact IBO Support with enquiries regarding points, commissions and PCL.

7. Will non-New Zealand IBOs who sell ADT Security services in New Zealand receive points and residuals?

Yes, however, IBOs will only be eligible to receive points and residuals after they have successfully completed the NZ CAC Training. This also applies for non-active IBOs who become active and begin selling ADT Security services to new customers in New Zealand.

8. Will I earn points and commissions if I sign up an existing ADT Security customer?

No. This opportunity is for new to ADT Security customers signing up to or purchasing a new service via ACN.

ADT Security Plans and Features

9. Which ADT Security products are available to ACN-referred customers?

ACN IBOs can refer the following ADT Security products to customers in New Zealand:



Plan	Installation Fee	Monthly Fee	Minimum Term
Standard Security	\$299	\$36.50	30 months
Interactive Security	\$399	\$44.95	30 months
Interactive Security + camera	\$499	\$4.95	30 months
CCTV	\$0	\$103.44	48 months
ADT FindU	\$0	\$26.40w	12 months
NevaAlone Private Medical Alarm	\$0	\$73.45	Month-to-month
Emergency Call Unit	\$0	\$30.00	24 months
Home Assist Beacon	\$72.40 - \$120	\$27.60 – \$39.10	48 months
Home Assist Beacon with Sensor Pack	\$308.58 - \$411.08	\$71.42 - \$87.92	48 months

10. Can my customer obtain a government subsidy for Medical Monitoring products?

ADT Security Medical Products are Ministry of Social Development (MSD) and Work and Income (WINZ) accredited, however, **every customer is different and only accredited ADT Security agents can provide advice on your customer's eligibility.**

11. Does my customer need a landline or terrestrial internet connection to use ADT Security products?

No. ADT Security products use cellular technology and wireless mobile networks to operate their devices.

Signing up for lead-based products

12. How can customers sign up to ADT Security?

Refer a customer to your Personal IBO Website and the customer can submit their request via a web form. An ADT Security agent will contact your customer within 24 hours of receiving the request.

13. How many times does ADT Security attempt to contact a customer?

ADT Security agents will attempt to contact your customer at their nominated preferred time for 5 business days.

14. What happens if my customer misses the call from ADT Security?

If your customer misses a call from ADT Security, don't worry - an ADT Security agent will leave a voicemail message with a call-back number. If the agent cannot leave a voicemail, they will send an SMS and email with call-back details, so your customer can connect with an agent at a more suitable time.

Signing up for ADT Home Assist

15. How can customers sign up to ADT Home Assist?

Refer a customer to your Personal IBO Website and the customer can submit their order online via ADT Security's dedicated ACN portal. ADT Security will dispatch your customer's hardware within 1-2 business days from the order date.

Post-sign up

16. What if my customer has an issue with their ADT Security service?

If a customer experiences an issue with their ADT Security service, they should contact ADT Security New Zealand immediately on 0800 111 238. An ADT Security operator will assist your customer to diagnose and resolve their issue as soon as possible.

General FAQs

17. Can ADT Security provide customer information to an IBO?

No. For privacy reasons, only authorised contacts may be provided information on behalf of an ADT Security customer.