

Important Product Partner Update – Sales and Support Availability

19 October 2020



With the new government restrictions in the Philippines in response to COVID-19 and the ongoing impacts of the pandemic in Australia, many of our partners are currently experiencing disruptions to their operations. This means that some of our partners will have limited sales and support availability to assist their customers.

To ensure minimal wait times for your customers, please advise them to avoid calling our partners' call centre, and instead, direct them to your Personal IBO Website to complete their orders as normal. Your customers can contact our partners via their online chat or email for general enquiries. If the matter is urgent, they may call our partners' call centre but they should expect longer wait times than usual.

Our partners' current status and availability:

ADT Security

- All sales staff operating under work-from-home condition.
- Appointments may take longer than usual.

amaysim

- Support Team operating but may be longer than usual call wait times.
- Use Live Chat or email the team.

MyNetFone

- All Sales and Support staff operating under a work-from-home condition.
- Expect longer than usual wait times.

Sphere

- Australian staff currently operating under work-from-home condition.
- Offshore support may experience longer than usual wait times.

Vodafone

- Dedicated ACN Vodafone Support (1300 365 898) unavailable (update on this will be provided in the coming weeks).
- Call centres operating but may be longer than usual call wait times.
- Use self-service channels wherever possible (My Vodafone app, online support pages and Live Chat service).

We will keep you updated as circumstances change, and we thank you for your patience until our partners return to normal operations as soon as possible.