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About amaysim

1. Who is amaysim?

amaysim launched in 2010 and is now the largest mobile virtual network operator (MVNO) in Australia, and the fourth-largest mobile service provider overall. amaysim's philosophy is putting customers first by delivering them the best possible experience. That means that their plans are clear and transparent and they provide excellent customer service.

Accreditation

2. Do IBOs need to complete accreditation to refer customers to amaysim?

Yes, all IBOs must complete both the Australian CAC (Customer Acquisition Code) Training, along with the amaysim Mobile Accreditation Training modules. IBOs must successfully complete a short quiz, answering 10 questions with a 100% pass rate before referring customers to amaysim Mobile. If you don't pass the quiz first time, don't worry, you can re-sit the quiz as many times as you need to.

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

All IBOs (new and existing) who wish to refer mobile customers to amaysim must complete Australian CAC Training and amaysim Mobile Accreditation Training prior to referring customers.

4. How often do IBOs need to complete the amaysim Mobile Accreditation Training?

IBOs will need to re-sit the amaysim Mobile Accreditation Training along with the Australian CAC Training every 12 months and/or upon annual renewal of their IBO position if they wish to continue referring customers to ACN's mobile partners.

5. Do uplines receive residuals if the IBO isn't accredited?

No, amaysim services referred via ACN will not generate points and commissions whilst the IBO remains unaccredited.

Compensation

6. What are the customer point and commissionable revenue rates for amaysim mobile services?

Refer to the current [AU Compensation Plan](#) for details.

7. When will my customers and points appear in my Personal Customer List (PCL)?

We have now entered the full launch period. This means that all orders placed during the soft launch period will be allocated in your PCL within 24 hours of the full launch.

Please note, for remuneration purposes, the order date for all orders placed during the soft launch period will be calculated from the first day of the full launch period.

Customers and points in PCL upon full launch:

- Once a customer submits their order, the corresponding record will appear in your PCL within 3-5 days.
- Qualification points will be allocated after amaysim reports to ACN that the service has been activated, and the customer has completed porting their number, and they are making calls, sending text messages or using data.
- PCLs will be updated twice daily with amaysim customers and points.
- Commission payments will commence 3 months from the order date.

- New number service points will appear in your PCL 45 days from successful sign up and ported numbers will appear as soon as the customer has completed porting their number and they are actively using their service.

Remember:

- A customer will be held in an incomplete status in your PCL if you have not yet completed the amaysim Mobile Accreditation Training.
- IBOs should contact IBO Support with enquiries regarding points, commissions and their PCL.

8. What is the difference between a New, Switched and Ported number?

New numbers: Where a customer opts to take a brand-new mobile number from amaysim.

Switched numbers: Where an existing ACN mobile customer (e.g. ACN Vodafone) switches their number to amaysim.

Ported numbers: Where a customer transfers their mobile number from a non-ACN provider to amaysim.

Type of Service	Qualification	Customer Bonuses	Residuals
New Numbers	N	N	Y
Ported Numbers	Y	Y	Y
Switched Numbers	N	N*	Y

*If the service with the original ACN provider was cancelled more than 90 days ago, this service will be treated as a ported number.

9. I have a Vodafone customer in my PCL who wishes to transfer their service to amaysim. How does this work?

If one of your customers wishes to port their number from Vodafone to amaysim, they will need to check for any outstanding balances and equipment payout fees which might be incurred by their decision to leave Vodafone.

Once a customer has successfully ported from Vodafone to amaysim, your Customer Points for the Vodafone service will remain active for a period of 45 days.

The new amaysim service will appear in your PCL and will generate commissions but no points will be awarded for a period of 45 days from activation. Any transfers of this kind will not count toward qualifications or bonuses unless explicitly stated in the Australian Compensation Plan or bonus documents.

10. Will I be awarded points for a previous ACN mobile customer that has recently left another ACN mobile provider like Vodafone?

If your ACN mobile customer was active within the last 90 days, then the customer will be considered a "Switched Number" customer and points will be rewarded 45 days after the order has been completed. If the customer was previously with ACN more than 90 days ago and ports their number to amaysim via ACN, then the service will be treated as a "Ported Number" and points will be allocated following successful customer port and once the customer is making calls, sending texts, or using data on their amaysim service.

11. Will I earn points and commissions if I sign up an existing amaysim Mobile customer?

No. This opportunity is for new amaysim services to sign up their mobile number via ACN. IBOs can however, refer an existing amaysim customer to add additional services to their amaysim account.

12. Will non-Asia Pacific IBOs who sell amaysim mobile services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the Australian CAC training and amaysim Mobile Accreditation Training. This

also applies for non-active IBOs who become active and begin selling amaysim Mobile to new customers.

13. What happens if my customer does not recharge their amaysim prepaid mobile service?

If a recharge fails to process for any reason, you will cease receiving customer points associated with the service until a recharge has been successfully applied. The customer's plan will revert to an As You Go plan (AYG) with no set monthly charge, but the service will remain active with amaysim and the customer will only be charged for usage. The customer will also retain their mobile number.

14. What happens to my points and residuals if my customer changes plan?

Points and residual commissions paid to IBOs will be changed to reflect the current plan which the customer has recharged on.

Please note, if a plan change occurs within 90 days of activation, and where this change affects an IBO's qualification or attaining a Customer Acquisition Bonus, ACN reserves the right to claw back any bonus paid based on the original customer plan sign up.

15. What is the process for claiming amaysim Mobile customers?

The [amaysim Mobile Customer Claim Form](#) is now available for you to submit enquiries about any customers who have not appeared in your PCL after more than 4 business days of the order date.

Social Media and Promoting amaysim

16. Can I promote amaysim and the ACN exclusive launch offer upon full launch?

Yes. ACN Head Office will provide appropriate customer-facing marketing and sales materials promoting amaysim Mobile service and the ACN exclusive offer for the full launch.

Please refer to our [Social Media User Guide](#) when promoting the amaysim brand, products or promotions to ensure that you are adhering to ACN Pacific's Policies and Procedures and Advertising and Internet guidelines.

17. What and how can I share amaysim products with my customers?

IBOs can refer to amaysim's [Marketing & Sales Guides](#) on Pacific Compass for materials they are able to share. Alternatively, IBOs can re-share any material as posted by the official ACN Pacific Facebook page, including any terms and conditions.

Please note, IBOs cannot share or create their own marketing and sales materials featuring the amaysim brand, products or promotions, and if this occurs, it can lead to sanctions, including claw back of commissions earned and/or the termination of an IBO's position.

18. Why is it important that I don't create my own amaysim marketing material?

We need to ensure that we do not misuse the amaysim brand in the public arena as we may unintentionally misrepresent their products and or promotions to customers which can result in significant fines and regulatory punitive measures to both amaysim and ACN Pacific. We need to make sure everything we share with our customers contains all the appropriate terms and conditions for any products so our customers are informed and not misled. Likewise, amaysim has specific rules around how amaysim partners can promote their products and services, and IBOs need to ensure they are adhering to amaysim's brand guidelines.

amaysim Mobile Plans and Offers

19. What are the plans and products amaysim offer?

amaysim offers a range of great value pre-paid **UNLIMITED** plans to suit all budgets, starting at only \$10/28 days. amaysim also offers As You Go pre-paid mobile Plans (AYG) and Data-Only (Mobile Broadband) plans, however IBOs will not be rewarded for customers that take up these services.

In addition, amaysim regularly releases special offers and even exclusive offers available only via ACN. For the latest offers, always check the amaysim page on your Personal IBO Website.

20. What are the inclusions for amaysim's UNLIMITED plans?

Plan Inclusions (All for use in Australia)	UNLIMITED 1GB	UNLIMITED 5GB	UNLIMITED 30GB	UNLIMITED 45GB 200GB	UNLIMITED 60GB
Plan Cost (Minimum for 28 days)	\$10	\$20	\$30	\$40	\$50
Standard calls to mobile and landlines	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard SMS & MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data Inclusion	1GB	5GB	30GB	200GB*	60GB
Cost of using 1MB of Data in Australia	\$0.0098	\$0.0039	\$0.0010	\$0.0009	\$0.0008
Standard Calls to 28 countries**	Unavailable	Unavailable	Unlimited	Unlimited	Unlimited
International SMS/MMS to 32 countries***	Unavailable	Unavailable	Unlimited	Unlimited	Unlimited
300 mins of Standard Calls to 14 countries****	Unavailable	Unavailable	Unavailable	300 mins	300 mins
Calls to voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to 13, 1300 & 1800 numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Term	28 days	28 days	28 days	28 days	28 days
Excess Data	\$10/GB	\$10/GB	7.2c/MB or \$10/GB	7.2c/MB or \$10/GB	7.2c/MB or \$10/GB

*Table current as at 21 April 2020. T&Cs apply.
Please check amaysim's Critical Information Summaries for the latest information on inclusions.*

* \$40 for \$200GB is an ACN exclusive offer. ACN exclusive offer ends 17/05/2020.

** Standard Calls to 28 countries: when in Australia, some amaysim UNLIMITED Mobile Plans allow for unlimited standard calls, to Canada, Chile, China,

Columbia, France, Germany, Guam, Hong Kong, Iceland, India, Indonesia, Ireland, Japan, Malaysia, Malta, Mexico, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, UK, USA and Vietnam.

*** International SMS/MMS to 32 countries: when in Australia, some amaysim UNLIMITED Mobile Plans allow for unlimited standard SMS/MMS to Austria, Bangladesh, Cambodia, Canada, Chile, China, Croatia, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, UK, USA and Vietnam.

**** 300 mins of Standard Calls to 14 countries: when in Australia some amaysim UNLIMITED Mobile plans also allow for 300 minutes of standard talk to Austria, Bangladesh, Brazil, Cambodia, Croatia, Greece, Hungary, Italy, Netherlands, Pakistan, Philippines, Poland, South Africa and Turkey.

21. How often are recharges applied?

amaysim mobile plans operate on a 28-day recharge cycle. Customers are set to automatic recharge by default when signing up to a new amaysim mobile plan.

22. What are the contract terms for amaysim mobile?

amaysim mobile plans are prepaid and have no minimum contract term.

23. Does amaysim provide handsets?

No. amaysim mobile is 100% pre-paid and SIM-only.

24. What if the customer doesn't use all their data?

Any unused data at the end of the 28-day period will not roll over to the next cycle.

25. What happens if the customer goes over their data?

If your customer runs out of data on their UNLIMITED plan (excluding UNLIMITED 1GB and UNLIMITED 5GB), they will be automatically switched to amaysim's casual data rate of 7.2c/MB, only if they have additional credit in their account.

It is recommended that they add a data top-up (1GB/\$10) if they run out of data. The data top-up will be added to their plan's pool of data and will expire at the same time as their UNLIMITED plan.

Please note, data top-ups are measured in kilobytes and includes uploads and downloads. The cost of 1MB for additional data under the 1GB Data Top-Up feature is \$0.0098.

26. Does amaysim offer 3-way calling?

Unfortunately amaysim does not currently offer conference calling to customers. amaysim has taken on board ACN's feedback and are looking into making this feature available to customers.

27. How long will the ACN exclusive offer (200GB/\$40) be available?

The ACN exclusive offer ends 17 May 2020.

Sign Up

28. How can customers sign up to amaysim Mobile?

Now that we have entered the full launch period, you can refer customers to your Personal IBO Website to sign up to amaysim Mobile. Customers will then be redirected to amaysim's online portal to place their order. Customers can also sign up via the ACN amaysim page. Please advise them to manually

enter your Business ID to ensure that you are recognised for the sale.

29. Can my customer sign up online via ACN and then activate their service on a SIM card purchased from a newsagent or supermarket?

ACN customers must activate their services on the SIM card sent out via the amaysim online website. If a customer activates their service on a SIM card purchased from Woolworths, Coles, a local newsagent or from another purchase point, ACN will not receive commission for the service and IBO's will not receive recognition, points, or residual commission for the customer sale.

30. Does my customer need to notify their current mobile provider that they are leaving?

No. However, you should always advise your customer to confirm whether they are currently within contract with their current provider to avoid any exit fees or equipment payouts which might be triggered by porting their number to amaysim.

31. How long will it take for my customer to transfer to amaysim?

Placing an order with amaysim takes only 2 minutes. A SIM card will be sent to your customer and should typically arrive within 3 business days within metro areas. Delivery of SIM cards to NT, SA and WA may take up to 7 business days to arrive.

For new number activations:

Customers need to place the SIM into their phone and the service will activate automatically.

For ported numbers:

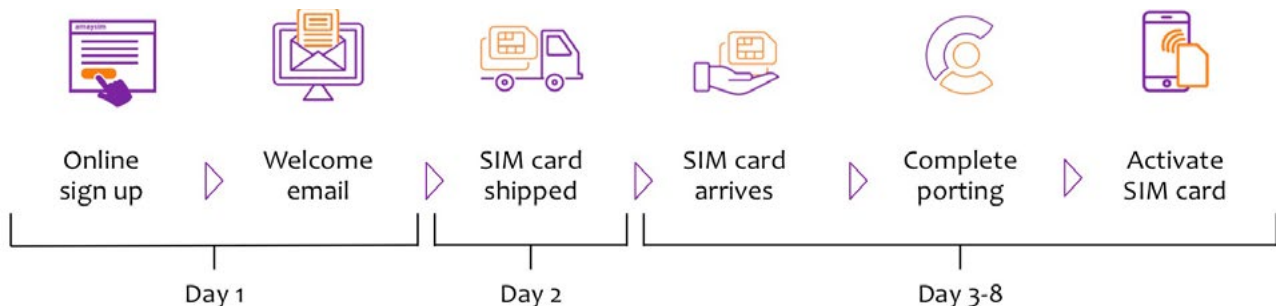
Customers will need to finalise the porting process by following the steps outlined in the SIM pack shipped to them. Porting typically takes between 15 minutes and 4 hours for customers joining amaysim from the Telstra and Vodafone networks. Porting from the Optus Network may take slightly longer to complete. For more information on activating a new SIM and initiating a port, go to www.amaysim.com.au/go.

32. What do customers need to sign up to amaysim Mobile?

Your customer will need one of the following:

- An unlocked mobile device
- An Australian address
- A valid email address
- Debit or credit card (issued in the customer's own name by an Australian Banking Institution)
- A valid form of ID such as the following;
 - Driver's Licence issued in an Australian State or Territory
 - Medicare Card
 - Australian Passport or
 - International passport with valid Australian visa.

33. What does a typical sign up journey look like for a customer?



Typical sign up period - customer experiences may vary.

34. What if my customer has issues verifying their ID. What do they need to do?

Your customer will be sent an email with the steps required to re-verify their ID. There will be contact details listed in this email should your customer require further assistance with the verification process.

35. What if my customer is unable to complete online sign up with amaysim Mobile?

amaysim's mobile plans are only available online. If you or your customer are unable to sign up online, please email amaysimmobilesupport@acnpacific.com.au and include the following details:

- Your IBO Business ID
- Your name and the customer's name
- Business hours contact number.

A dedicated support agent will contact you ASAP during business hours to assist.

Activating a SIM

36. My customer has a SIM, how do they activate it?

Refer your customer to amaysim's [activation page](#) and enter the SIM number to complete the activation process.

37. What are some important things my customer needs to consider before transferring their number to amaysim?

- The number your customer is transferring will need to be listed under your customer's own name and personal details.
- Your customer can only transfer a number if their service is active, so your customer must not cancel their service with their current provider until the number transfer (port) has been completed.
- If your customer's contract with their current provider has not ended, they will need to wait for it to end or contact them to find out how to terminate it early (your customer may incur a charge for this).
- If your customer's handset is locked to their current provider's network, they will need to ask their provider about getting it unlocked (they may incur a charge for this).

Post Sign Up

38. How can my customer check their usage?

amaysim Mobile customers can check their usage using [My amaysim](#), the amaysim app or by texting BAL to 568.

39. How can my customer add a top-up?

Your customer can top-up their data at any point throughout their plan's 28-day period by either of the following:

- Texting TOP1GB from their amaysim mobile number to 568 (if they have linked a payment method to their account)
- Logging in to their amaysim app and select their data top-up, or
- Heading to Manage plan in [My amaysim](#) and select their data top-up.

40. Will my customer be notified if they are on track to exceed their usage?

Your customers will be notified through a combination of email and SMS when they have used up 50%, 85% and 100% of their data allowance.

41. What happens if my customer wants to change their plan?

Customers can change plans at any point during the 28-day period via the amaysim app, [My amaysim](#) or by texting the [shortcut](#) of the plan they want

to 568.

There are no fees involved with plan changes.

42. What happens if a customer's payment is declined?

Firstly, your customer should check that they have enough funds in the payment method linked to their account. Your customer can update their payment details on [My amaysim](#).

When a payment has been declined, your customer will automatically be switched to amaysim's basic AS YOU GO plan. From here, your customer will need to re-add their UNLIMITED plan via the amaysim app or [My amaysim](#).

General FAQs

43. How do I represent myself when referring customers to amaysim?

Once you have completed the CAC and amaysim Mobile Accreditation Training, you can refer to yourself as an ACN Independent Business Owner who is an authorised amaysim Mobile referrer.

44. Can amaysim Customer Service agents provide customer information to an IBO?

No, for privacy reasons only authorised contacts may be provided information on behalf of a customer.

45. How are mobile calls and data usage calculated/counted?

Call minutes are calculated in 60 second increments. Data is counted in kilobytes and includes uploads and downloads.

46. What is amaysim's network and coverage like?

All amaysim mobile plans are powered by the Optus 4G Plus Mobile Network which covers 98.5% of the Australian population. To access 4G signal, your customer will need to be using a 4G enabled device and be in a 4G coverage area. Otherwise, your customer's device will select the strongest available signal in their area, which in most cases will be 3G.

To check coverage in a specific area or address, always use www.amaysim.com.au/about/coverage.

47. How and when will my customer's SIM be delivered?

Delivery is free and will be sent via standard delivery Australia wide, which means your customer should receive their SIM within 2-7 days of placing the order online. However, due to the ongoing impacts of COVID-19, your customer should allow more time to receive their SIM.

48. How can my customer manage their amaysim plan?

Your customer can check their balance, top up and manage their settings on-the-go on the amaysim app or via [My amaysim](#).