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About MATE

1. Who is MATE?

Founded in 2015, MATE is an all Australian internet and mobile service provider who are committed to:

- Having no lock-in contracts, and no connection, set-up or plan change fees
- Offering unlimited data on all internet packages, and
- Providing an all Aussie-based support centre.

Awarded 'Service Champion' in the 2019 CSIA Australian Service Excellence Awards, and a finalist in the 2020 CSIA Australian Service Excellence Awards for 'Customer Service Team of the Year – Large', MATE is redefining customer service in the telco industry and is focused on getting the job done for the people that matter, MATE customers.

Accreditation

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

Yes, all IBOs must complete both the Australian Customer Acquisition Code (CAC) Training, along with the MATE Accreditation Training modules. IBOs must successfully complete a short quiz, answering 5 questions with a 100% pass rate before referring customers to MATE.

If you don't pass the quiz the first time, don't worry, you can re-sit the quiz as many times as you need to.

Note: Customers will be advised via a pop-up message on the screen during the online sign up journey if their referring IBO is not accredited. Please ensure they review the information they provide on the MATE online sign up form, as well as the plan details and other important information (i.e. home phone or mobile number, service address, customer contact details, etc.).

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

All IBOs (new and existing) who wish to refer customers to MATE nbn™, ADSL and mobile services must complete Australian CAC Training and MATE Accreditation Training prior to referring customers.

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

IBOs will need to re-sit the MATE 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 partners.

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

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

Applies to ACN Broadband and Phone (legacy) services shutdown and migration to MATE services:

Upline IBOs will be awarded points and commissions only for customers migrating from ACN legacy services to MATE services even if their downline IBOs are not accredited.

Compensation

6. What are the Customer Point and Commissionable Revenue rates for MATE services?

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

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

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 and their order is approved on payment, the corresponding record will appear in your PCL within 3-5 days.
- Qualification points will be allocated after MATE reports to ACN that the service has been activated.
- PCLs will be updated twice daily with MATE customers and points.
- Commission payments will commence 3 months from the order date.
- For Mobile services, points for new numbers will appear in your PCL 45 days from successful sign up and points for 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 MATE Accreditation Training.
- IBOs should contact IBO Support via www.acnpacific.com/contact-2 with enquiries regarding points, commissions and PCL.

8. What is the difference between a New, Switched and Ported Number/Service?

For Mobile Services:

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

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

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

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.*

For Broadband (i.e. nbn™ and ADSL, including broadband bundles) Services:

New services: Where a customer opts to take a brand-new nbn™/ADSL service connection (with new home phone number) from MATE.

Switched services: Where a customer with an active broadband service (includes ACN ADSL, nbn™, and broadband bundle services) switches their nbn™/ADSL service to MATE.

Type of Service	Qualification	Customer Bonuses	Residuals
New Services	Y	Y	Y
Switched Services	N	N	Y

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

If one of your customers wishes to port or transfer their mobile number or nbn™/ADSL service from ACN Vodafone/amaysim to MATE, they will need to check for any outstanding balances and equipment payout fees which might be incurred by their decision to leave Vodafone/amaysim.

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

The new MATE 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](#).

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

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 awarded 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 MATE via ACN, then the service will be treated as a “Ported Number” and points will be allocated following successful customer port.

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

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

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

Yes, but they will only be eligible for points and residuals if they complete the Australian CAC training and MATE Accreditation Training. This also applies to non-active IBOs who become active and begin selling MATE services to new customers.