

# Jumpstart January 2018



Gold Coast

ACN® | Pacific  
[www.acnpacific.com](http://www.acnpacific.com)



# ACN Overview

## VP Of Sales

## Mark Boonzaier

# Jumpstart January 2018



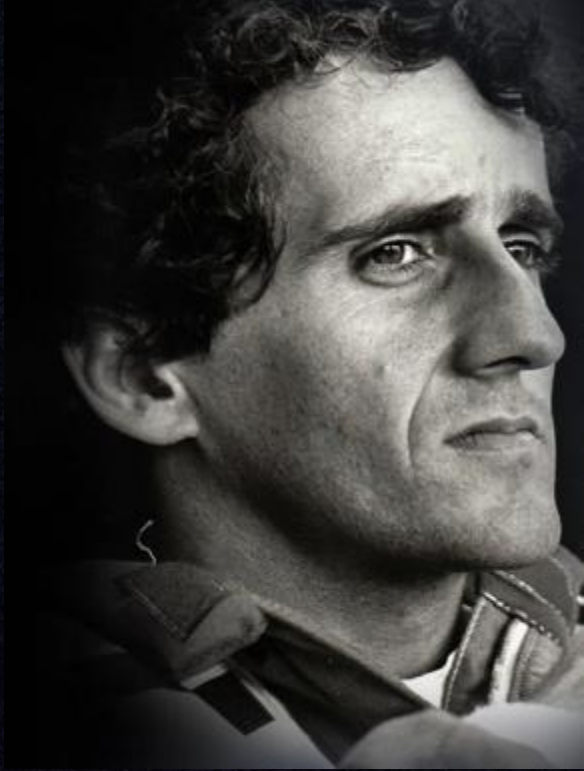
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# Winning in 2018

## Austin Lewinsmith

### Senior Vice President



# Alain Prost Winning Career

- Championship Career 1980-1993
- Entered 202 races – Started 199 races
- 106 Podium (3<sup>rd</sup> all time in the world) & 51 WINS
- 4 World Championships 1985, 1986, 1989, 1993

# Alain Prost Winning Mindset:



*“People don’t understand that it was maybe my biggest pleasure to drive an F1 car when it’s wet”*

# What are the challenges in the wet ?

- F1 car's accelerate to 100 km/h in less than 2 seconds
- F1 car's can hit a top speed of 320 km/h in qualifying



1. It pushes their skills and talents to the limit.
2. The race becomes unpredictable in the wet.
3. Wet conditions caused a flurry of pit stops.  
(Slows them down to win the race)

# What are those flurry of pit stops we face in ACN ?



- IBOs quitting
- People say No
- No Show PBRs
- Customer leaving
- IBOs not being coachable
- Guests not showing up at events



# ..there are two great days in your LIFE?

1. The day you where born.
2. The day you discovered WHY.



# Discover your WHY & lock it down!

Must Touch, Move and Inspire you!

## 1. What you are dealing with (your circumstances)

- More time with family
- Pay off some debt
- Help kids with college education
- Help parents retire
- Help Charity
- Help your community

## 2. Your current feelings right now (your emotions)

E.g. Stress?, Frustration?, Tired?, Fed up? Over it? ... etc.

# DESIRE

Desire breeds determination.

COMMITMENT

...to yourself

*“ I will stay with this until I WIN ”*

# EMOTIONS TO EMBRACE ... **and WIN!**



- Failure
- Disappointments
- Frustration
- Fear
- Doubt
- Confusion
- Embarrassment

Every RVP & SVP extracted the lesson learned from these experiences and moved on!

# Feed your mind with success



1 hour per day!



#WeAreACN

Jumpstart  
January  
2018

# How do you win in 2018



**Be Accountable**  
**Be Responsible**  
**Be Persistent**  
**Be Consistent**

# Jumpstart January 2018



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# Tiare Quarter

State Trainer, QLD



**Vodafone**



# Topics

- Why Vodafone
- Sales Tips
- Summer Offers
- Devices & SIMO



# Why Vodafone - Simple, Transparent & Flexible

- No Lock-In contracts with 12, 24 or 36 Months Interest-free phone repayments.
- Commit to a SIMO for 12 months and double the inclusions.
- Get Loyalty Discounts on plans when you take a phone over 24 and 36 month interest-free repayments.
- \$5 Roaming to more than 55 countries.
- Always double Qantas Points Online



# Sales Tips

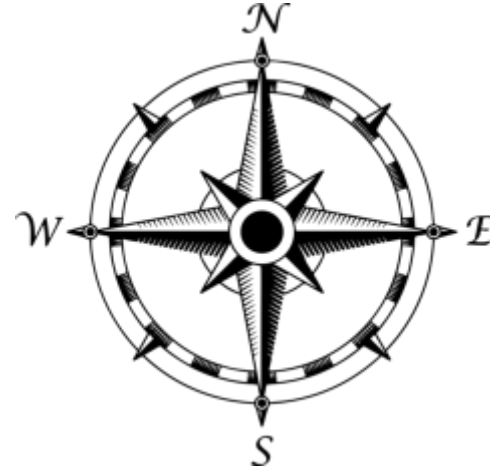
**1.** Discover all you can about your customer.....



# Discover... Understanding the customer

Let's build Rapport with the Discovery Questions

- 🔴 **N** - Next of kin
- 🔴 **S** - Social Activities
- 🔴 **E** - Education
- 🔴 **W** - Work



# Discover... Understanding the customer

What information do you need to help find the best solution for our customer?



- 🔴 **T** - Timeline/ contract length
- 🔴 **A** - Authority- who's the decision maker?
- 🔴 **P** - Product Preference
- 🔴 **S** - Spend Level



# Sales Tips

**2. Sell the cake, not the ingredients**









# The Vodafone cake

Price

Data

Int'  
Minutes

What am I getting, how much is it and who am I taking care of?



## Order processing tips.


1. **Process orders via your Direct StoreFront**, not in a Vodafone store, to ensure you receive compensation.
2. Advise your customer to have their **100 points of ID on hand (Medicare Card, Driver's license, Passport etc.)**, as well as their payment details, e.g. credit card or Bank details.
3. Use the dedicated **ACN Vodafone Hotline – 1300 365 898** if the order cannot be processed online. Ensure your customers don't call any other numbers.
4. Advise your customer to **not submit multiple applications** and ensure **details are entered correctly. Never submit an order on behalf of a customer.**
5. Don't put all family members' accounts in the one name.
6. Fill out a Credit Reassessment Form for customers who have been declined.

For more details refer to credit check process on **Pacific Compass**



**Summer Offers**





# Triple Data

Limited time only. Offer ends 30.01.18.

**\$80** Red Global M2M

**90GB**

+ IDD

**\$80** Red Data M2M

**96GB**

**\$100** Red Plan

**150GB**

T&Cs apply



# Triple International Minutes

Up to 3000  
total  
international  
minutes

to Eligible Countries, available on selected plans.

Standard International voice mins to these Eligible Countries.



The future is exciting.

Ready?



Limited time only. Offer ends 30.01.18.

**The nitty gritty:** Triple Minutes: Business customers must have an ABN/ACN. Triple International Minutes to Eligible Countries available to approved new and upgrading customers who sign up to a \$80 12 Month SIM Only Global Plan or a \$60 or \$80 Red Global Plan (for each: 2000 Bonus Minutes, 3000 minutes in total). Calls charged in per minute increments. All international minutes expire after 1 month. Standard voice calls from Australia to Eligible Countries only. Excludes video calls, Premium Services & numbers. Eligible Countries may change, see [www.vodafone.com.au/plans/international-calls](http://www.vodafone.com.au/plans/international-calls) for list of current countries. Fair Use Policy applies. Bonus Minutes applied months 1-24 if you remain continuously connected. Forfeited if you cancel. Offer not transferrable or redeemable for cash. Plans: Red Plans are only available if you simultaneously purchase a phone from Vodafone under a Mobile Payment Plan (MPP) of 12, 24 or 36 months duration. Minimum Monthly Spend, Early Exit Fees, Total Minimum Costs and further terms and conditions apply to all plans – see [Vodafone.com.au](http://Vodafone.com.au) for details. Services subject to capabilities, network limitations & customer location. V12886 12.17

# Online Exclusive

## Score double Qantas Points.

Sign up online to a Global Plan and earn up to 30,000 Qantas Points.

T&Cs apply

Offer ends 31<sup>st</sup> Jan 2018

FREQUENT  
FLYER 

**\$50 Global M2M/12M SIMO**  
**16,000 Qantas Points**

**\$60 Global M2M/12M SIMO**  
**20,000 Qantas Points**

**\$80 Global M2M/12M SIMO**  
**30,000 Qantas Points**





## Save Up to \$250!!!!

Receive **\$25 credit for you and your friend** when you sign them up to Vodafone.

Maximum 10 credits per account

Available on all the following Red plans

- SIM Only Global/Data 12mthplans
- Red M2M plans



Offer ends 30<sup>th</sup> Jan  
2018



## Student offer

Receive **10% off monthly access fees** on the following \$30 and above plans

Available on:

- \$30/40/50/60/80/100 Red plans for the length of the MPP contract
- 30/\$40/50/60/80/100 SIM Only 12 month plan for the length of the contract
- \$40/50/60/80/100 SIM Only M2M plans for 12 months



Offer ends  
6 March 2018

T&Cs apply



# Devices and Plans



# iPhone Offers

Offer ends 31<sup>st</sup> Jan 2018

 iPhone SE  
32GB



Bonus  
2GB

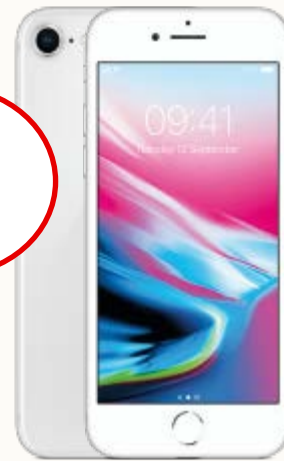
Price  
Drop

**\$40.25** /mnth

**4GB** Data

(\$30 Data plan + 36m MPP)

 iPhone 8  
64GB



Bonus  
20GB

Save  
\$234

**\$83.74** /mnth

**40GB** Data


(\$60 Data plan + 36m MPP)  
(Inc. \$6.50 Loyalty Discount)

T&Cs apply



# iPad Offers!!!

Offer ends 30/01/2018

 iPad 32GB Gen 5

# \$40


per month

## 7GB Data

(Plan \$45 + iPad \$0 24m  
Inc. \$5 Discount offer)



Save  
**\$168** over  
24 Months.

 iPad 128GB Gen 5

# \$50

per month

## 12GB Data

(Plan \$60 + iPad \$0 24m  
Inc. \$10 Discount offer)



Save  
**\$240** over  
24 Months.

T&Cs apply



# Samsung Devices



Sell as 1 Price Point!

## Galaxy Note 8

**Triple Data.**



**\$116.36** /mth  
**96GB** Data  
(\$80 DATA plan + 36m MPP)  
(Inc. \$2.50 Loyalty Discount)

## Galaxy S8



**20,000 Qantas Points**

**\$79.25** /mth  
**36GB** Data  
(\$60 GLOBAL plan + 36m MPP)  
(Inc. \$8.50 Loyalty Discount)

## TAB A



**\$26** /mth  
**3GB** Data  
(\$30 plan 24 months)  
(Inc. \$4 Discount)

+

**Offers end 30/01/2018**

Total Bundle Price  
**\$105.25** /mth with **39GB Data**

T&Cs apply





Sell as 1 Price Point!

## Mate 10



**BONUS  
360  
Camera**

**\$70.97**  
per month  
**16GB** Data  
(\$50 plan + 36m MPP)  
(Inc. \$4 Loyalty Discount)

**Offers ends  
30/01/2018**

## Nova 2i



**\$61.86**  
/ month  
**16GB** Data  
(\$50 plan + 36m MPP)

## T3 Tablet



(Inc. \$8 Additional Service Discount)  
**\$22**  
/month  
**3GB** Data  
24 months.

Total Bundle Price

**\$83.86** with **19GB Data**

T&Cs apply



# Additional Service offers SIMO Offers

Add to an existing account and Save!!



~~\$40~~  
**\$36** /mnth  
12M SIMO

<b>12M SIMO Plan</b>
15GB Data + 500 IDD Minutes To eligible countries

~~\$50~~  
**\$45** /mnth  
12M SIMO

<b>Data Plan</b>
32GB Data

<b>Global Plan</b>
30GB Data + 16,000 Qantas Points + 1000 IDD Minutes To eligible countries.

~~\$60~~  
**\$50** /mnth  
12M SIMO

<b>Data Plan</b>
52GB Data

<b>Global Plan</b>
50GB Data + 20,000 Qantas Points + 2000 IDD Minutes To eligible countries.





# Keys to Mobile success



# Promote handset plans over SIM only

## Benefits for customers

- ✓ Flexibility to spread handset repayments over 12/24/36 months
- ✓ Better plan value
- ✓ Loyalty discounts locked in for upto 36 months



## Benefits to IBOs

- ✓ Up to 4 customer points
- ✓ Compensation paid for up to 36 months
- ✓ A suitable option for everyone
- ✓ You get compensated on undiscounted (higher) plan value



Example: **SIM only**



Example: **With devices**

- ✓ Additional services for family & cross-sell mobile broadband
- ✓ Data sharing

### IBO Rewards

- ✓ Up to 2 customer points
- ✓ Points & commissions for up to 12 months (opportunity to upgrade after 12 months)
- ✓ Residuals for maximum 12 months

### IBO Rewards

- ✓ Up to 4 customer points for each handset or MBB plan
- ✓ Compensation for up to 36 months
- ✓ New connects residual of 85% for up to 36 months
- ✓ Ease of qualification
- ✓ Great opportunity to boost your points
- ✓ Re-contracting opportunities

# Promote the value of Vodafone

Samsung Galaxy S8



\$79.25 p/month over 36 mths

40GB (incl bonus data)

Owned handset



\$85 p/month over 24 mths

16GB (incl bonus data)

Leased handset








\$99 p/month over 24 mths

20GB (incl bonus data)

Leased handset

Information correct as at 15.01.2018

# Keys to Mobile Success

-  Use the Mobile Sales Checklist (Pacific Compass / Mobile Resources)
-  Make sure your customer signs up online via your Direct StoreFront
-  Only if customer has issues signing up, call ACN Vodafone line – do NOT call other Vodafone numbers
-  Missing customer? Wait 3 days before submitting claim form
-  Manage customer retention

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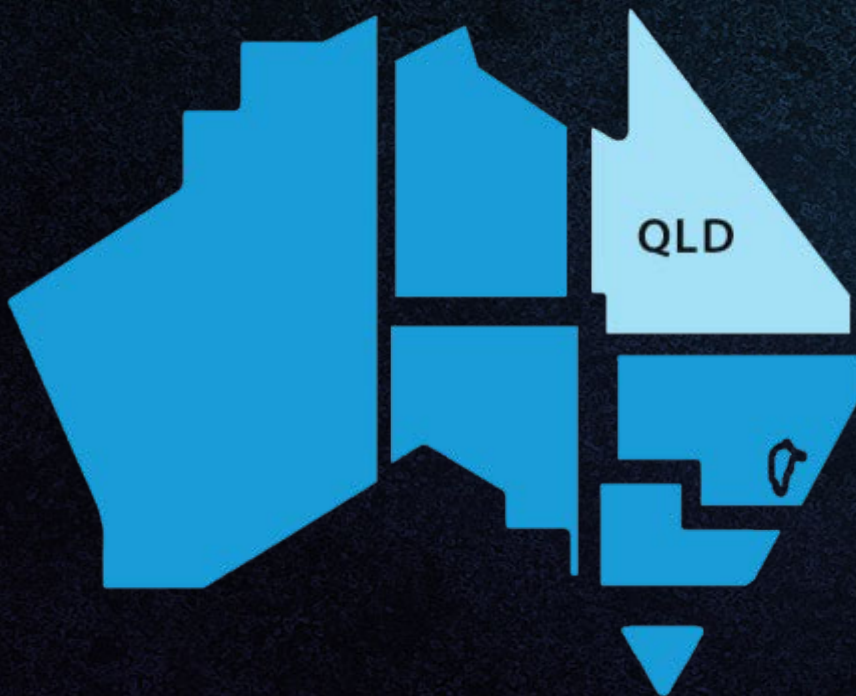


# Mark Boonzaier

ACN Pacific VP of Sales



1 in 2 Australians are  
able to connect to the  
nbn™ network



1,153,574

---

homes & businesses  
able to connect



# nbn™ standalone pricing

PLAN NAME	ACN BASIC BROADBAND	ACN VALUE BROADBAND
PRICE	\$59.95 per month	\$79.95 per month
DATA	100GB	Unlimited* Data
SPEED	Basic Speed (nbn™ 12 speed tier)	Boost Speed (nbn™ 25 speed tier)
DEVICE	TP-Link "N" Modem/Router	
SPEED UPGRADE (per month fee)	<p>\$10 Boost Speed (nbn™ 25 speed)</p> <p>\$20 Turbo Speed (nbn™ 50 speed)</p> <p>\$30 Max Speed (nbn™ 100 speed)</p>	<p>\$10 Turbo Speed (nbn™ 50 speed)</p> <p>\$20 Max Speed (nbn™ 100 speed)</p>
CONTRACT (one-off fees)	12 Month \$49 activation + \$53.95 modem and delivery	24 Month \$49 activation + \$0 modem

Best value

# nbn™ Broadband customer upsell

**\$59.95**  
per month  
ACN Basic  
Broadband

**100<sup>GB</sup>**

Includes Basic Speed  
(nbn™ 12 speed tier)

**\$69.95**  
Per month  
ACN Basic  
Broadband  
+ Speed

**100<sup>GB</sup>**

Includes Boost Speed  
(nbn™ 25 speed tier)

**\$79.95**  
per month  
ACN Value  
Broadband

**Unlimited\* Data**

Includes Boost Speed  
(nbn™ 25 speed tier)

**Add \$10 per month**  
for Boost Speed upgrade  
(nbn™ 25 tier)

**Add \$10 per month**  
for Unlimited\* Data

# nbn™ bundled pricing

- PLAN NAME
- PLAN FEE
- DATA
- VOICE
- DEVICE
- SPEED
- SPEED UPGRADE (per month fee)
- DEVICE OPTIONS
- CONTRACT (one-off fees)

ACN BASIC BUNDLE	ACN VALUE BUNDLE	ACN ULTIMATE BUNDLE
Best value		Best value
\$69.95 per month	\$89.95 per month	\$99.95 per month
200GB	Unlimited* Data	Unlimited* Data
Unlimited* local & national	Unlimited* local, national & mobile	Unlimited* local, national & mobile Unlimited* International (90 landline + 38 mobile destinations)
TP-Link "N" Modem/Router	TP-Link "N" Modem/Router	TP-Link "N" Modem/Router plus an ACN Phone Adaptor (ATA)
ACN Companion	ACN Companion	
Basic Speed (nbn™ 12 Speed tier)	Boost Speed (nbn™ 25 Speed tier)	
<div style="display: flex; justify-content: space-around;"> <div>\$10 Boost Speed (nbn™ 25)</div> <div>\$20 Turbo Speed (nbn™ 50)</div> <div>\$30 Max Speed (nbn™ 100)</div> </div>	\$10 Turbo Speed (nbn™ 50 speed tier)	\$20 Max Speed (nbn™ 100 speed tier)
\$20 one-off fee ACN Phone Adaptor (Grandstream ATA)		
12 Month \$49 activation + \$53.95 modem and delivery		24 Month \$49 activation + \$0 modem

# Bundled nbn™ customer upsell

**\$59.95** per month  
ACN Basic  
Broadband

**100GB**

Includes Basic Speed  
(nbn™ 12 speed tier)

**Add \$10 per month**  
for Unlimited\* local calls  
plus additional 100GB

**\$69.95**  
per month  
ACN Basic  
Bundle

**200GB**

Unlimited  
Local/National calls  
Includes Basic Speed  
(nbn™ 12 speed tier)

**Add \$10 per month**  
for Boost Speed  
upgrade  
(nbn™ 25 tier)

**\$79.95**  
per month  
ACN Basic  
Bundle +  
Speed

**200GB**

Unlimited  
Local/National calls  
Includes Boost Speed  
(nbn™ 25 speed tier)

**Add \$10 per month**  
for Unlimited\* Data plus  
Unlimited Mobile calls

**\$89.95**  
per month  
ACN Value  
Bundle

**Unlimited\* Data**

Unlimited\*  
Local/National &  
Mobile calls  
Includes Boost Speed  
(nbn™ 25 speed tier)

**Add \$10 per month**  
for Unlimited\*  
International  
& Digital Phone Adaptor  
(included)

**\$99.95**  
per month  
ACN Family  
Bundle

Unlimited\* Data  
Unlimited\* Local/National  
and Mobile calls  
Unlimited\* International  
calls to 90 countries  
Included ACN Phone  
Adaptor  
(nbn™ 25 speed tier)

# Compensation Plan

Residual commission – customer life

Commission rate – 50% of monthly plan fee

nbn standalone



3 points

nbn bundle



4 points

# Majority of technologies available via ACN



Fibre to the Premises (FTTP)



Fixed Wireless (FW)



Fibre to the Building (FTTB)



Fibre to the Node (FTTN)



Hybrid Fibre Coaxial (HFC)



Satellite



# Residential grade service



Suitable for home / home office



Not suitable for businesses  
needing 24/7 support

Commit to  
selling nbn





# Jumpstart January 2018



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**Chris Zondanos**

**General Manager, Sales & Marketing**

**&**

**Jack Ives**

**Channel Manager**

# Agenda

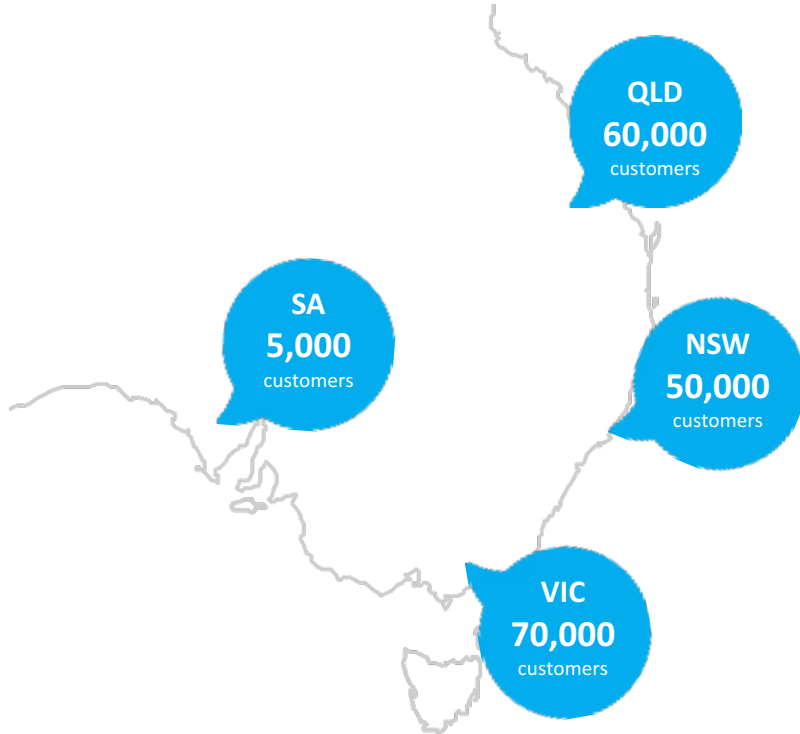


1. Who is Click Energy
2. How to Use the Quote Tool
3. ACN Exclusive Products
4. How Does Solar Work
5. Monthly Billing
6. Onboarding Process



**WHO IS  
CLICK ENERGY**

# Who is Click Energy?



Australia First 100% Online Energy Retailer

One of the Fastest Growing Energy Retailers

11 years of great value energy

More than 185,000 happy customers

Award winning customer service

# Why Click Energy



Discounts off usage AND supply charges



Discounts that don't expire



No lock-in contracts



Great value energy plans and generous solar feed-in tariffs



Support from our award winning service centre

 Sign up easily in just 4 steps!

# What our Customers are Saying



ELECTRICITY PROVIDERS - QLD  
2015




ELECTRICITY PROVIDERS - QLD  
2015 - 2016



2016 AWARDS WINNER

ENERGY PROVIDERS





# HOW TO USE THE QUOTE TOOL



# Click Energy Quote Calculator



ACN IBO not specified Add IBO

Home About Us - Sign Up Online FAQs Contact Us 1300 567 236

## Online Energy. Online Prices.

Hi, we're Click Energy, an online energy retailer.

We've partnered with ACN to bring competitive electricity and gas offers to Australia. Find out how much you could save by switching to an online energy retailer today!

[Get a Quick Quote](#) [Switch to Click Now →](#)

ACN Home About Us - Sign Up Online FAQs Contact Us

## Get a quick quote

### See how much you could save switching to an online energy retailer.

- Get a tailored quote in less than 1 minute by telling us a little bit about yourself.
- Have solar panels? Find out how a Click Energy funded feed-in tariff can help you make the most of them.
- All Click Energy plans offer no lock in contracts or exit fees, so switching is risk-free!
- Reduce the chance of bill shock each quarter by opting for a Click plan with monthly billing.

Your postcode

[Get a Quick Quote →](#)

ACN IBO not specified Add IBO

Home About Us - Sign Up Online FAQs Contact Us

## Get a quick quote

### Your quick energy quote.

Postcode 4000 [Change](#)

**Customise Quote**  
Select your energy usage profile<sup>3</sup>

Minimal  Small  
 Medium  Large

Enter your exact usage

Plan requirements

Pay via Direct Debit

Small Business

I have solar panels

**ACN Marine**  
ELECTRICITY - 20% discount off usage and supply charges

**\$313.96**  
Estimated\* quarterly cost

**\$442.45**  
Annual pay-on-time savings\*<sup>1</sup>

[Switch to Click Energy →](#)

# Using the Calculator

## Customise Quote

Electricity Tariff

Three rate: single rate

Electricity Usage

Peak 400 kWh

Dedicated 1 300 kWh

Dedicated 2 150 kWh

Period 91 days

[Use a energy usage profile](#)

Plan requirements

Pay via Direct Debit

Small Business

I have solar panels

## ACN Marine

ELECTRICITY - 26% discount off usage and supply

\$293.98

Estimated<sup>A</sup> cost per 91 day period

\$414.30

Annual pay-on-time savings<sup>†</sup>

Switch to Click Energy →

## Step 1 – Choosing the Tariff Type

- *Peak Only; Peak & Off Peak; etc.*

## Step 2 – Entering Usage Amounts

- *Peak Usage*
- *Number of Days*

## Step 3 – Other Requirements

- *Is it a business premises*
- *Does the customer have solar panels*

# Quote Breakdown

Your quote's full breakdown.

## ⚡ Click ACN Marine

- 26% prompt-payment discount off usage & supply charges<sup>†</sup> when you paid your bill on time
- Monthly bills either actual reads or \$130 instalments with a quarterly settlement
- Tree friendly e-mail bills
- No exit fees

Description	Usage	Rate	Total (inc. GST)
Electricity Usage	400.0 KWH	30.165¢ / KWH	\$132.73
Dedicated Circuit 1 Usage	300.0 KWH	25.156¢ / KWH	\$83.01
Dedicated Circuit 2 Usage	150.0 KWH	28.096¢ / KWH	\$46.36
Supply Charge	91 DAYS	135.036¢ / DAY	\$135.17
<b>Subtotal</b>			<b>\$397.27</b>
26% pay-on-time discount			-\$103.29
<b>Total</b> Including \$26.73 GST			<b>\$293.98</b>

Start saving with Click Energy

Switch to Click →



**ACN EXCLUSIVE  
PRODUCTS**

# Click Products – Victoria



## Residential

### Electricity

**ACN MARINE**

**29%**

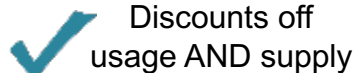
pay on time discount

### Gas

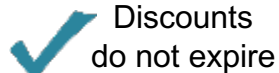
**ACN MARINE GAS**

**19%**

pay on time discount



Discounts off  
usage AND supply



Discounts  
do not expire

## Business

### Electricity

**ACN PRIME**

**22%**

pay on time discount

### Gas

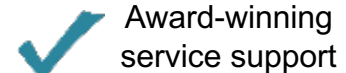
**ACN PRIME GAS**

**15%**

pay on time discount



No lock-in  
contracts



Award-winning  
service support

# Click Products – New South Wales



## Residential

### Electricity

#### ACN MARINE

**33%**

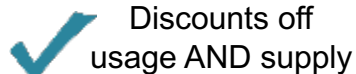
pay on time discount

### Gas

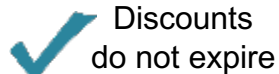
#### ACN MARINE GAS

**11%**

pay on time discount



Discounts off usage AND supply



Discounts do not expire

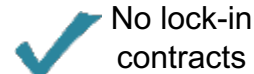
## Business

### Electricity

#### ACN PRIME

**20%**

pay on time discount



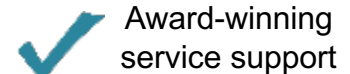
No lock-in contracts

### Gas

#### ACN PRIME GAS

**15%**

pay on time discount



Award-winning service support

# Click Products - Queensland



## Residential

**ACN MARINE**

**26%**

pay on time discount

## Business

**ACN PRIME**

**14%**

pay on time discount

✓ Discounts off  
usage AND supply

✓ Discounts  
do not expire

✓ No lock-in  
contracts

✓ Award-winning  
service support

# Click Products – South Australia



## Residential

**ACN AQUA**

**23%**


pay on time discount


## Business

**ACN PRIME**


**17%**

pay on time discount

 Discounts off  
usage AND supply

 Discounts  
do not expire

 No lock-in  
contracts

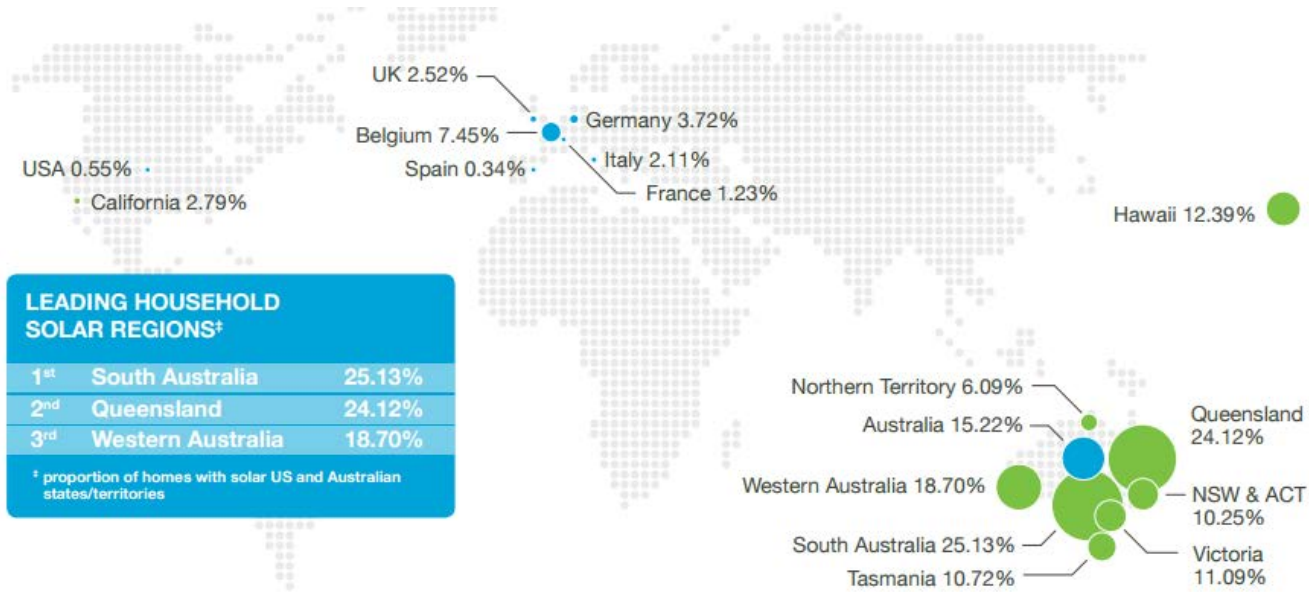
 Award-winning  
service support





**HOW DOES  
SOLAR WORK**

# Solar customers



LEADING HOUSEHOLD SOLAR REGIONS†		
1 <sup>st</sup>	South Australia	25.13%
2 <sup>nd</sup>	Queensland	24.12%
3 <sup>rd</sup>	Western Australia	18.70%

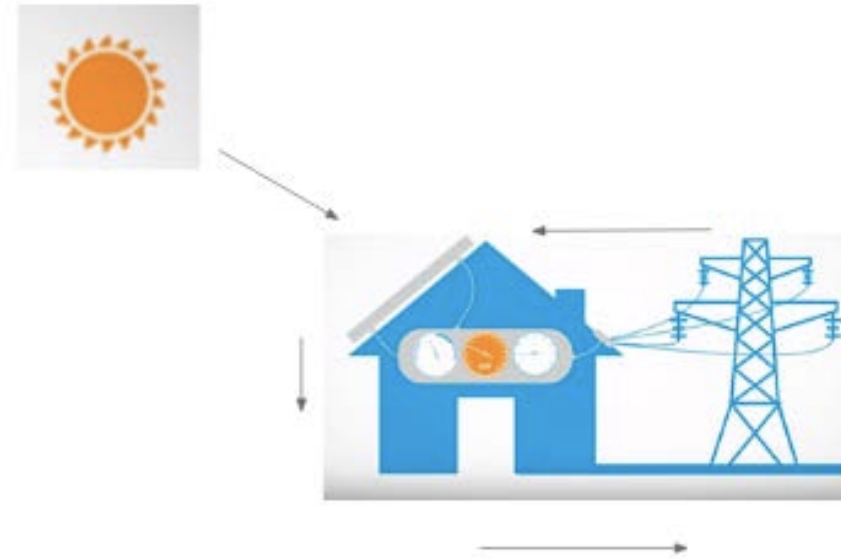
† proportion of homes with solar US and Australian states/territories

Source: ESA002-factsheet-renewables © Energy Supply Association of Australia. Valid as of 23 Mar 2016.

## Are you on the right plan?

*Click offers a choice of solar plans, a balance between high pay on time discounts vs high feed in tariff.*

# How Does Solar Work



1. Solar panels convert sunshine to electricity for household use.
2. Any excess that isn't used up will be fed back to the grid.
3. Customers get paid a Feed in Tariff for returning the power to the grid.
4. For additional power requirements, customers will import from the grid just like non-solar customers.

# Solar Products - Victoria

## ACN SOLAR

**7%**

pay on time discount

+

**20ct**

Feed in Tariff

OR

## SHINE BONUS

**20%**

pay on time discount

+

**13ct**

Feed in Tariff



### CLICK TIP

Use the quote tool to work out the best plan

✓ Discounts off usage AND supply

✓ Discounts do not expire

✓ No lock-in contracts

✓ Award-winning service support

# Solar on the Quote Tool



## Customise Quote

Electricity Tariff

Single Rate (Tariff 11)

Electricity Usage

Peak 500 kWh

Period 91 days

[Use a energy usage profile](#)

Plan requirements

Pay via Direct Debit

Small Business

I have solar panels

Plan preferences

High Feed-in Tariff

Solar Export for 91 day period

1092 kWh

Eligible Feed-in Tariff

QLD Solar Bonus Scheme from 10

## ACN Solar

ELECTRICITY - 7% discount off usage and supply charges

**\$108.41**

Estimated<sup>a</sup> cost per 91 day period

**\$32.73**

Annual pay-on-time savings<sup>†</sup>

[Switch to Click Energy →](#)

Choose Plan Preference

Quote using Government Feed in Tariffs (if applicable)

# Solar Products - Queensland

## ACN SOLAR

**7%**

pay on time discount

+

**16ct**

Feed in Tariff

OR

## SHINE BUDGET

**15%**

pay on time discount

+

**10ct**

Feed in Tariff

✓ Discounts off  
usage AND supply

✓ Discounts  
do not expire

✓ No lock-in  
contracts

✓ Award-winning  
service support

# Solar Products – New South Wales

## ACN SOLAR

**15%**

pay on time discount

+

**18ct**

Feed in Tariff

OR

## SHINE SAVER

**15%**

pay on time discount

+

**12ct**

Feed in Tariff

OR

## SHINE

**7%**

pay on time discount

+

**17ct**

Feed in Tariff

✓ Discounts off  
usage AND supply

✓ Discounts  
do not expire

✓ No lock-in  
contracts

✓ Award-winning  
service support

# Solar Products – South Australia

## ACN SOLAR

**5%**

pay on time discount

+

**22ct**

Feed in Tariff

OR

## SHINE ESSENTIAL

**17%**

pay on time discount

+

**15ct**

Feed in Tariff

✓ Discounts off  
usage AND supply

✓ Discounts  
do not expire

✓ No lock-in  
contracts

✓ Award-winning  
service support





**MONTHLY  
BILLING**

# Click Energy Billing

1. Bills are Issued Monthly
2. Pay-on-time discounts are applied to following bills



**CLICK TIP**  
Explain this clearly during sales process to manage expectations



# **ON BOARDING PROCESS**

# A Mover Vs a Transfer

## Step 1. Find A Plan

Are you moving home?

Yes  No

Your Postcode

4000



What services do you need?

Electricity

Household / Business Size

Small Household

Do you have solar panels?

Yes  No

Do you want to pay by Direct Debit?

Yes  No

Do you want a "Green" plan?

Yes  No

Find A Plan →

**No**

*Not moving home  
Just changing retailer*

**Yes**

*Moving into a new address  
Has a defined move in Date*

# Switching to Click

## Customer experience



1 Receive welcome email in the next few days



2 Cooling off period



3 Send you transfer date



4 Final bill from current supplier



5 You've switched!

## The Click Team

NMI discovery



Follow up with IBO if customer is not contactable

Verify customer details through welcome call



Co-ordinate with distributor to arrange for site transfer

Arrange for special meter read in selected cases

# Making it stick

## Switch process



## What stops/delays the sale?

Credit check fail

Set up account in name of person with good credit history

Incomplete /erroneous details. eg Missing ABN for SME accounts

Inform customers what information they need to give

Winback activity from previous retailer

Reinforce value propositions. Make sure the sale is clear

Access issues for final meter read

More Questions? Talk to us!



Email us: [acn@clickenergy.com.au](mailto:acn@clickenergy.com.au)

Call us: 1300 567 236

**Let our support team support you!**





# Jumpstart January 2018



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# 2018 goal setting

## Mark Boonzaier

# Lewis Hamilton

- 4 x World Formula 1 Champion
  - McLaren 2008
  - Mercedes 2014, 2015, and 2017
  - Youngest Formula 1 World Champion in History
- Regarded as the best driver of this generation
- Statistically the most successful British Driver Ever



*“I want to be the  
best driver there  
has ever been.”*

Lewis Hamilton



# Goal Setting 101

- Specific
- Measurable
- Achievable
- Relevant
- Time bound



# My 2018 goals

By knowing what you want to achieve, you know what you need to focus on. Decide specifically what it is you want.

Your goals are the roadmaps that guide you and show you what is possible....

## Jan - March:

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ADELAIDE  
International Event  
March 9-11, 2018

## April - June:

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## July - September:

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## October - December:

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# 2018 ACN RECORD-BREAKER COMPETITION

Your name:

Your record:



*Join our 30 day Record breaker promotion!*

1. Simply fill in your record sleeve with the personal record you want to break in 30 days and your name.
2. Take a photo of your record; post to social and tag us with **#ACNRecordbreaker**. We'll share all of them in March and you can vote on the best achievement.

# Rules

1. Goal must be quantifiable, eg:
  - ETT open line production
  - Customer acquisition achievement (double your best month)
  - Double number of New IBOs
2. Similar goals will be grouped and the best will be shortlisted
3. Only the top 15 winners will be rewarded





# Your reward

30min achievers only meeting with  
Co Founder Mike Cupisz

Check in calls with VP of Sales  
Mark Boonzaier

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# Hollie Jones

## General Manager, Australia

# Agenda

1. What are the correct businesses to target?
2. Sharing the opportunity: How do you approach a merchant?
3. Submitting a lead is as easy as 1-2-3!
4. What should you expect after submitting a lead?
5. What's new at Anovia?

# Sharing Anovia: Who to target?

- Focus on local small & medium sized businesses
- Our top businesses:
  - Restaurants & cafes
  - Salons & barbershops
  - Grocery stores & specialty food markets
- Avoid large businesses/franchises: McDonalds, Priceline Pharmacy, and Woolworths



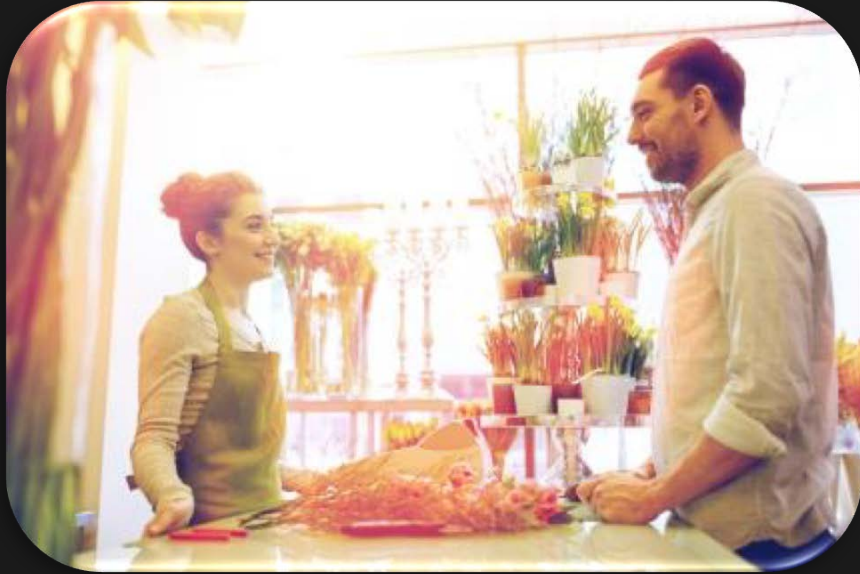
# Sharing Anovia: Who to target?

**Step 1:** Create a list of businesses based on:

- Anyone you know who owns or holds an influential position in a business
- The businesses you frequent – places you eat, shop, or use services

**Step 2:** Create a 2<sup>nd</sup> tier list of local businesses that you can start visiting to develop a relationship with the owner and their staff

# Sharing the opportunity: How to approach a merchant



Ask if they have 5 minutes to chat?

Ask if they would be interested in a tailored offer on their credit card processing program?

Be sure to let them know...

No cost or obligation to them!

# Sharing the opportunity: Your key selling points

- **Price:** Transparent & competitive rates
- **Product:** Variety of product solutions and easy to switch from a previous provider
- **Service:** Personalised service from a dedicated rep
- **Award winning company:** 2017 Global Payments Company of the Year by the ETA





# Submitting a lead is as easy as 1-2-3!

- **Step 1:** Take a merchant to the Anovia site via your Direct Storefront where you can click 'Get Started'
- **Step 2:** Fill out the online form with as much information as possible
- **Step 3:** Submit their most recent credit card (or EFTPOS) processing statement



# What are your keys to success?

- Work from your warm network of local small – medium sized businesses
- Submit the lead with your IBO info, merchant contact info, and best time to reach them
- Include a credit or EFTPOS processing statement to speed up the process
- Does the merchant have questions? Let them know that an Anovia sales rep will contact them soon

# What to expect after you submit

- Be aware that in most cases it may take 2-3- weeks from lead submission to an activated account



- We do the hard work, but you can be the gentle nudge
- Look for emails & calls from our team if they are having a hard time getting a hold of your merchant

# Just Remember!

Keep it Simple:

- ❖ Share the Anovia opportunity
- ❖ Submit the lead with 1-2-3 easy steps
- ❖ Stay involved as much as you can for 2-3 weeks after the lead submission
  
- ❖ You receive points after a signed contract is approved and residual money for every card swiped on that account!

# What's new at Anovia?

## Move 5000 Terminal



- Much faster transaction times
- Larger font
- Modern look with larger buttons and an easy touch screen

# What else is new at Anovia?

- Same-day settlement – weekdays
- Terminal & software updates to improve transaction times
- Faster on-boarding process with a shorter lead submission to activation time

Coming soon!

- Same-day settlement – everyday!

# Thank you!



Come visit our  
stand & check out  
the new terminal!

Anovia  
PAYMENTS



# Keys to Merchant Services success





We've come a long way in a short time



Anovia does all the legwork – simply pass on details



Residuals for lifetime of customer

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# Becoming a Leader

## Bruce Mitchell



# Becoming a leader

1  
Why

**D**reams  
**R**eally  
**E**stablish  
**A**  
**M**agical  
**S**uccess



# Becoming a Leader

## 2 Vision

- Have a clear and exciting idea of where they are going.
- Tap into the emotion of the team
- Have vision and clarity which separates the Leaders from Managers

*“Good leaders create vision, articulate the vision, passionately own the vision and relentlessly drive it to accomplishment”.*  
Jack Welch

Foto: World Kopke @AGL



*Ayrton Senna*



PERHAPS MY GREATEST CONTRIBUTION TO THE VICTORIES IS  
THE EXPERIENCE.

Ayrton Senna

Jumpstart  
**January**  
2018

# Becoming a Leader

**3**  
*Courage*

- Willing to take risks in the achievement of goals with no assurance of success
- Every Commitment made and every action taken carries a risk of some kind

*“Courage is rightly considered the foremost of virtues for upon it, all others depend.”*

-Winston Churchill



# Becoming a Leader

# 4 Integrity

- The main value that every business, and business person can have is integrity
- Know the rules – respect them
- Respect your ACN Business Partners

*“With integrity you have nothing to fear since you have nothing to hide”.*

*-Zig Ziglar*



# Becoming a Leader

# 5 *Duplication*

- The First Person you lead is yourself
- People are more impressed with what you do- Not what you say
- All leadership starts by example
- When you're ready to lead, start with the person in the mirror

# Becoming a Leader

**6**  
*Growth*

- Starts with Personal Growth
- Your business will only grow as fast as you do
- Leaders grow their people, the people grow their Network
- Leaders create a culture of personal growth in their team



# Becoming a Leader

# 7 Mentor

- Leaders Don't manage People, they Lead people and Manage “things”
- Leaders have the ability to cause people to willingly do things they wouldn't ordinarily do
- Leaders sell their team on their own ability to have more, do more & become more

# Becoming a Leader

8  
*Encourage*

Leaders don't fear their people's progress they Nurture & Celebrate the success of their team.

*“If you help enough people get what they want, you'll have everything you want”  
-Zig Ziglar .*





# Becoming a Leader-

9  
*Team*

**T**ogether **E**veryone **A**chieves **M**ore



Team work makes the dream work

# Becoming a Leader

10  
*Leaders*

*“The true test of a leader is not how many followers they have –  
it’s how many leaders they develop.”*

*Aydon Jensen*

**HAPPY  
NEW  
YEAR!  
2018**

**Be your champion**

Foto: Norio Kolke©CASE

**Jumpstart  
January  
2018**

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# Fast tracking your ACN journey

## Ben Watson-Brown

# What is a 90 Day Game Plan?

**100% SOLD OUT!**



**Before the  
Race**



**Pedal to  
the Metal**



**Maintaining  
Momentum**

1

# Before the Race



Slow and Steady  
wins the Race?



# Sacrifice and Success



- Eliminate Distractions
- Set Priorities
- Determine your Rewards

# TC

Clearly Understand Where You Are

Goal Date



# TC Strategy

## 90 Day TC

7pts a Day

OR

1 PBR a Day

1 IBO a Day

1 QTT a Day

## 180 Day TC

4pts a Day

OR

4 PBRs a Week

4 IBOs a Week

4 QTTs a Week

## 1 Year TC

14pts a Week

OR

2 PBRs a Week

2 IBOs a Week

2 QTTs a Week

# Results

- TC, Top 10, Recognition, PC Trip, RVP Trip
- 100 Personal Points
- Out of Control Momentum

2

# Pedal to the Metal

# Tracking your Progress

5 Exposures per week  
Walking to TC in 9 months

10 Exposures per week  
Jogging to TC in 6 months

15 Exposures per week  
Running to TC 90-120 days

20 Exposures per week  
Sprinting to TC in less than 90 days

## Daily Method of Operation

Name	
Week of	
# of Home Meetings	
# of New IBOs	
Part Time IBO	30-50 pts/week
Full Time IBO	50-200 pts/week
TC in 90 Days	100-150 pts/week
TC in 6 months	50-100 pts/week

Point System	
Activity	Points
Personally Attend BOM	5
Personal Guest at BOM	5
Team Guest at BOM	5
1 on 1 or 2 on 1	5
Personal HOME MEETING	20
Personally Sponsor an IBO	10
Team Member Sponsors an IBO	10
QTT - 5 Day Rule	10
QTT - Week 2-4	5
Acquire Customer Points	1-4
10 Customer Pts/week	20
Team Pre-Reg for Regional or International	10

Day	Name	Phone Number	Activity	PTS

# Day 1-30 Sprint



AOMA on Personal Invites

Focused on the Exposure NOT the Result

M5 Focus on What YOU can Control



# What a Leader Should Do:

## Part Time:

- 15 Exposures per Week
- 1 BOM
- 2-3 Home Meeting
- 1 Saturday Training

## Full Time:

- 30 Exposures per Week
- 1 BOM
- 5-7 Home Meetings
- 1 Saturday Training

# There is No Secret

*“There is no Secret.*

*I simply showed the plan to 1200 people.*

*900 said, 'No' and only 300 signed up.*

***Out of those 300, only 85 did anything at all.***

*Out of those 85 only 35 were serious.*

***Out of those 35, 11 made me a millionaire.”***

**- Bill Britt**

# All Time Greatest Batting Average

RK	Player	Pos	G	AB	R	H	2B	3B	HR	RBI	BB	SO	SB	CS	AVG ▼	OBP	SLG	OPS
1	Cobb, T	CF	3035	11429	2246	4191	723	297	117	1938	1249	357	892	178	.367	.433	.513	.946
2	Speaker, T	CF	2789	10195	1881	3515	792	222	117	1529	1381	220	432	129	.345	.428	.500	.928
3	Williams, T	LF	2292	7706	1798	2654	525	71	521	1839	2019	709	24	17	.344	.482	.634	1.115
4	Sisler, G	1B	1667	6716	1090	2307	344	145	93	961	386	280	351	127	.344	.383	.479	.862
5	Ruth, B	OF	2475	8327	2161	2860	506	136	708	2201	2042	1306	123	117	.343	.475	.692	1.167



The average MLB salary is over \$4 million USD

3

# Maintaining Momentum

# Days 30-90

- Creating Success Stories
- ETT/ETL Promotions every Saturday
- Enrol new ETTs in the 90-Day Game Plan
- Charts or Closing in on TC



# 70/20/10 Learning Model

## Amateur

- Sponsors 2-3 people and sits back
- Moves through their list slowly
- Sell friends & family then quits
- Makes 1 list and stops
- Expects their team to recruit
- Never learns the skills

## Professional

- Sponsors 100+ people and drives depth
- Moves fast
- Sorts and never sells
- Has a never ending list
- Does it without their team
- Becomes a student of the game

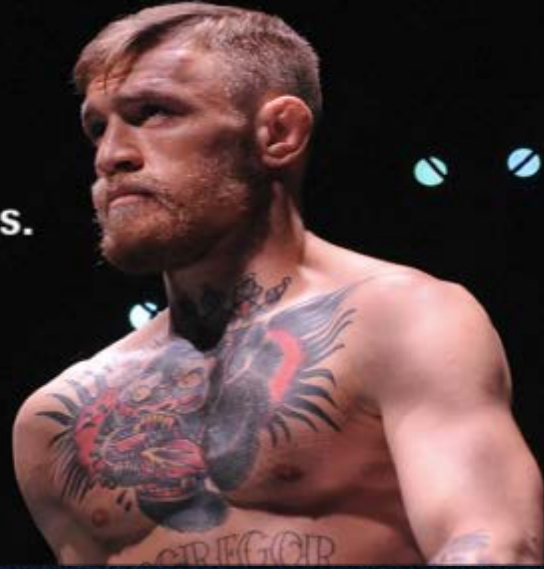


# Commitment

- Train the new and show the old
- Raise the bar
- Call to action

**Learn to get beyond these 3 things...**

**“There’s no talent here,  
this is hard work.  
This is an obsession.  
Talent does not exist,  
we are all equals as human beings.  
You could be anyone if you  
put in the time.  
You will reach the top,  
and that’s that.  
I am not talented,  
I am obsessed.”**



# **Skill vs. Circumstance**

**Just do it!**

# Jumpstart January 2018



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Pre-registration promotion price: **\$175**

Valid: Until 3 March (11.59pm AEDT\*) 2018

January new IBO promo price: **\$129<sup>^</sup>**

Valid: Join in January 2018 & register in your first 30 days

No refunds, exchanges, cancellations, or transfers

\*Australian Eastern Daylight Savings Time

**Register at [ACNREG.COM.AU](http://ACNREG.COM.AU)**

*International  
& Event*

**MARCH 9-11  
2018**