

Jumpstart January 2018



Sydney

ACN® | Pacific
www.acnpacific.com



ACN Overview

VP Of Sales

Mark Boonzaier



Winning in 2018

Bobby Chellane

Determine your “why”

- Time with family
- Pay off some bills
- Help with college education for children
- Help parents
- Family holidays
- Give more to not for profit organisations
- Charity



Jumpstart
January
2018

#WeAreACN



It's Never **LATE** To Be **GREAT**



The infographic consists of two stylized human head silhouettes facing each other. The left silhouette is blue and represents a 'Growth Mindset', while the right is dark grey and represents a 'Fixed Mindset'. Each silhouette contains several key beliefs and attitudes. The background of the infographic is white.

GROWTH MINDSET

- "Failure is an opportunity to grow"
- "I can learn to do anything I want"
- "Challenges help me to grow"
- "My effort and attitude determine my abilities"
- "Feedback is constructive"
- "I am inspired by the success of others"
- "I like to try new things"

FIXED MINDSET

- "Failure is the limit of my abilities"
- "I'm either good at it or I'm not"
- "My abilities are unchanging"
- "I don't like to be challenged"
- "I can either do it, or I can't"
- "My potential is predetermined"
- "When I'm frustrated, I give up"
- "Feedback and criticism are personal"
- "I stick to what I know"

Emotional Rollercoaster vs Your WHY



**KEEP THE BAR
DOWN !!!**

Winning Steps to Financial Freedom

Home Meetings

Saturday Training

ETT+ Training

Conventions

Events Build **YOU**
Events are formula to be
successful in **ACN**

Events are Cycle to Financial Freedom

E Elevate

V Vision

E Eliminate

N Negative

T Thoughts



Jumpstart
January
2018

Work on **YOU** It's Never **Wrong** Time To Do **Right** Thing

You can't Go Back &
Make a Brand New Start

But You Can **JUMPSTART**
Now & Make a Brand
New Ending





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

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

January new IBO promo price: **\$129[^]**

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

*International
& Event*

**MARCH 9-11
2018**

Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



David Matthias

Sales & Capabilities Consultant



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

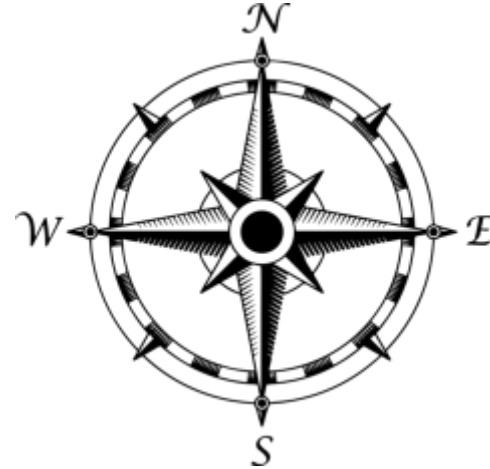
1. Discover all you can about your customer.....



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 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 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

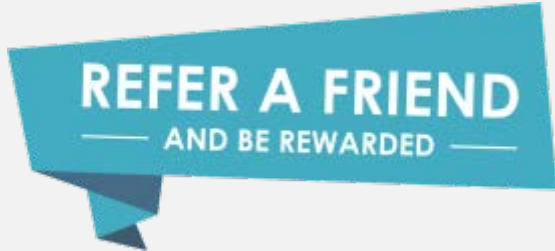
Offer ends 31st Jan 2018

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 30th 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 plans 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 31st 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

12M SIMO Plan
15GB Data + 500 IDD Minutes To eligible countries

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

Data Plan
32GB Data

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

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

Data Plan
52GB Data

Global Plan
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 up 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

Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



Mark Boonzaier

ACN Pacific VP of Sales



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



1,728,022

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^{GB}

Includes Basic Speed
(nbn™ 12 speed tier)

\$69.95
Per month
ACN Basic
Broadband
+ Speed

100^{GB}

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 calls
& 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

Jumpstart January 2018



ACN[®] | Pacific
www.acnpacific.com



Chris Zondanos

General Manager, Sales & Marketing

&

Jack Ives

Channel Manager

Agenda

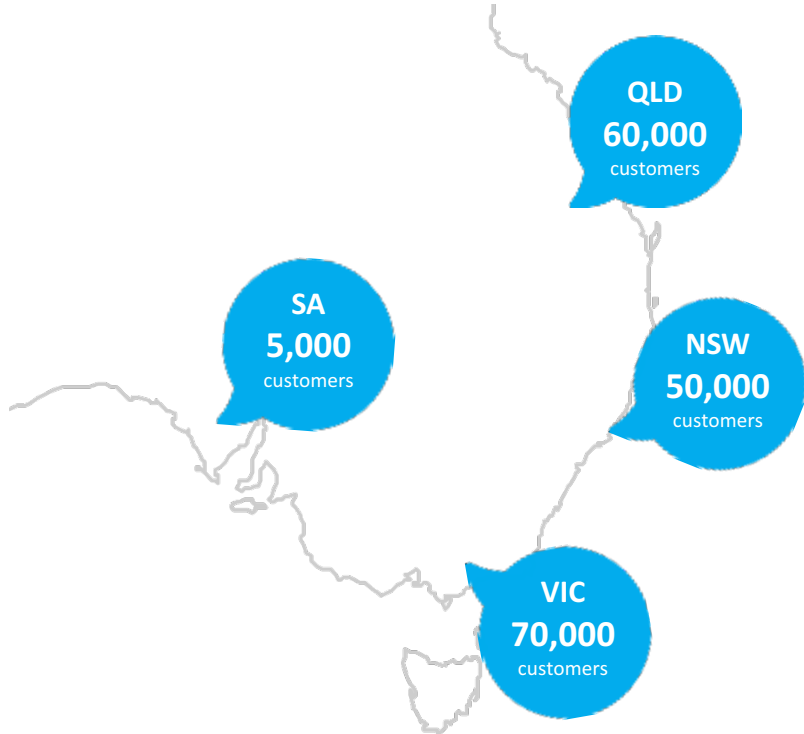


1. Who is Click Energy
2. How to Use the Quote Tool
3. ACN Exclusive Products
4. How Does Solar Work
5. Monthly Billing
6. Onboarding Process



**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

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

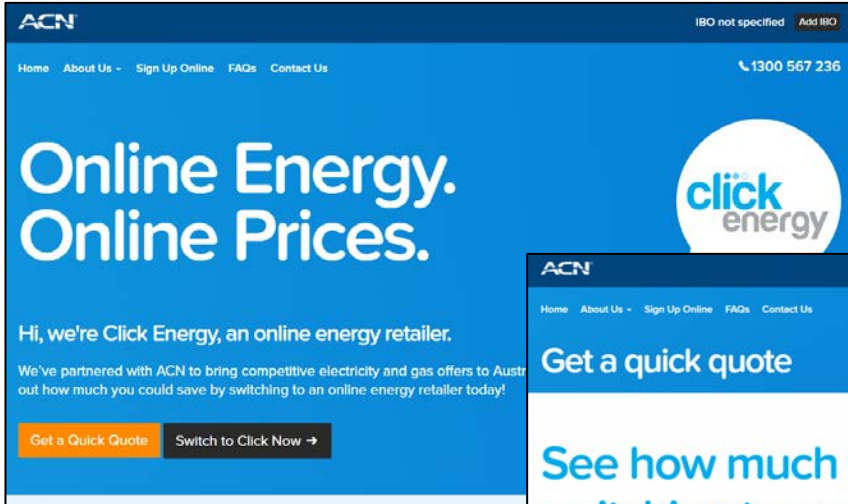


Valid as of 15 Aug 2017



HOW TO USE THE QUOTE TOOL

Click Energy Quote Calculator



ACN IBO not specified Add IBO

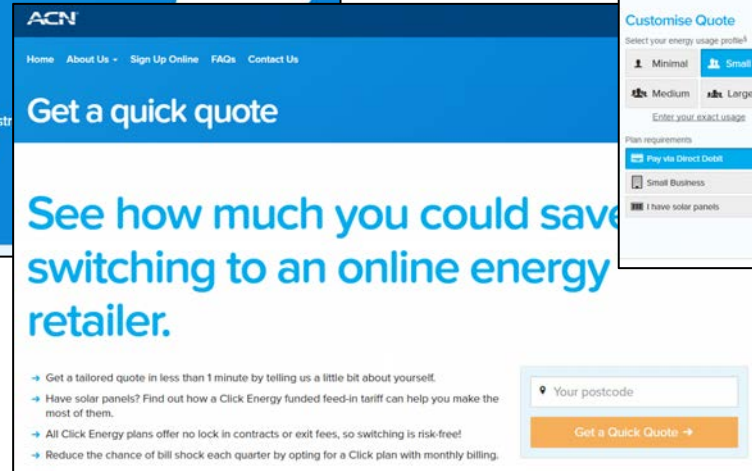
Home About Us - Sign Up Online FAQs Contact Us 1300 567 236

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

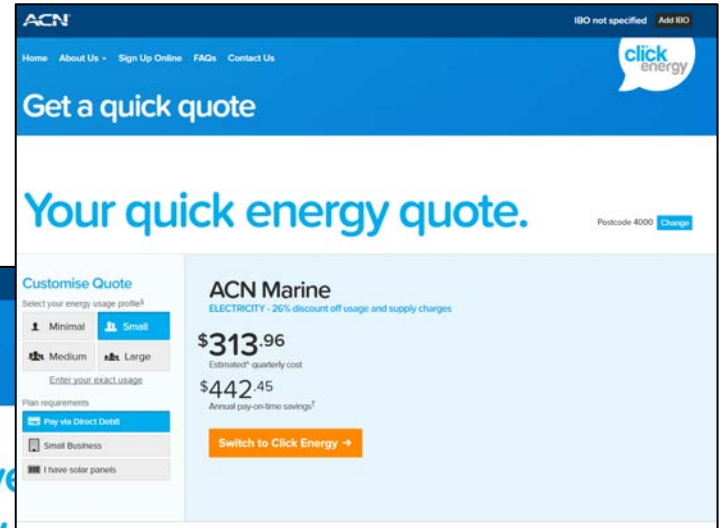
Get a quick quote

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 Home About Us - Sign Up Online FAQs Contact Us IBO not specified Add IBO

Get a quick quote

Your quick energy quote.

Postcode 4000 [Change](#)

Customise Quote
Select your energy usage profile³

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 savings¹

[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^A cost per 91 day period

\$414.30

Annual pay-on-time savings[†]

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[†] 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
Subtotal			\$397.27
26% pay-on-time discount			-\$103.29
Total Including \$26.73 GST			\$293.98

Start saving with Click Energy

Switch to Click →



**ACN EXCLUSIVE
PRODUCTS**

Click Products – Victoria



Residential

Electricity

ACN MARINE

29%

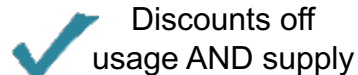
pay on time discount

Gas

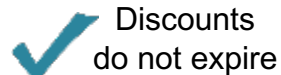
ACN MARINE GAS

19%

pay on time discount



Discounts off
usage AND supply



Discounts
do not expire

Business

Electricity

ACN PRIME

22%

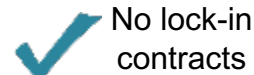
pay on time discount

Gas

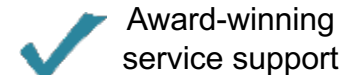
ACN PRIME GAS

15%

pay on time discount



No lock-in
contracts



Award-winning
service support

Click Products – New South Wales



Residential

Electricity

ACN MARINE

33%

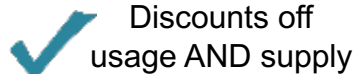
pay on time discount

Gas

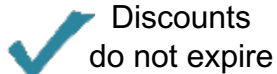
ACN MARINE GAS

11%

pay on time discount



Discounts off
usage AND supply



Discounts
do not expire

Business

Electricity

ACN PRIME

20%

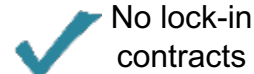
pay on time discount

Gas

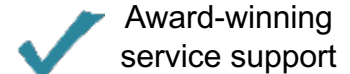
ACN PRIME GAS

15%

pay on time discount



No lock-in
contracts



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

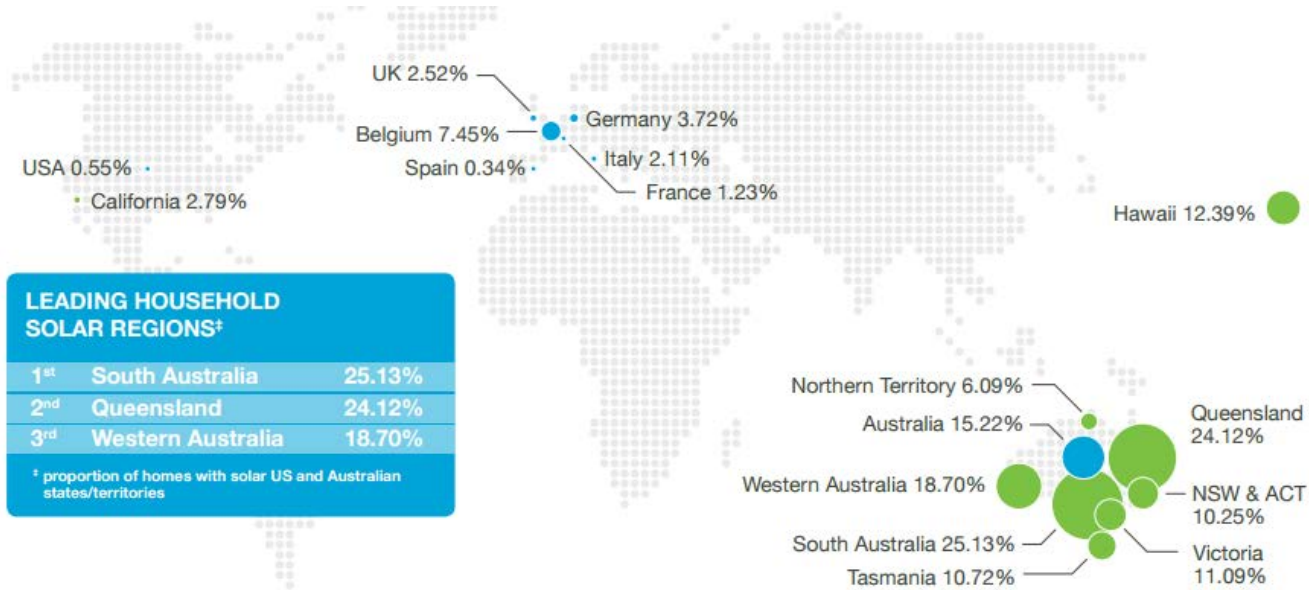
 No lock-in contracts

 Award-winning service support



**HOW DOES
SOLAR WORK**

Solar customers

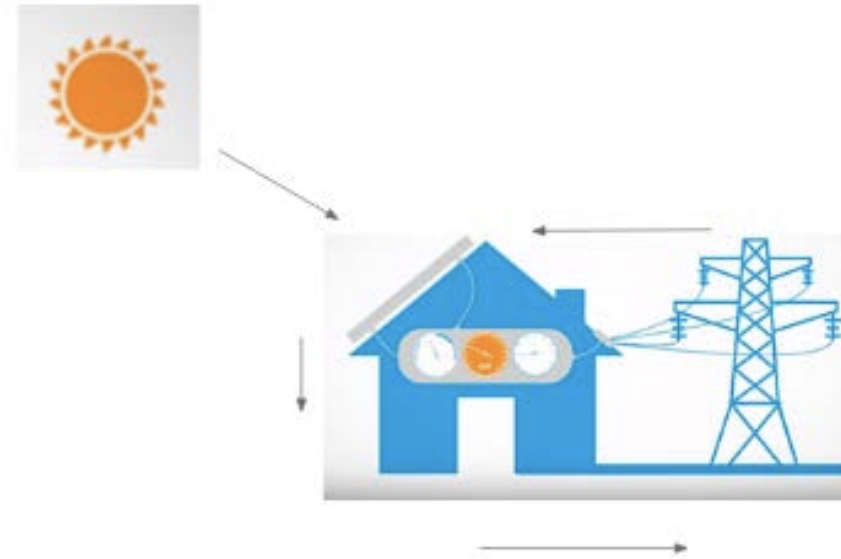


Source: ESA002-factsheet-renewables © Energy Supply Association of Australia.
Valid as of 23 Mar 2016.

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^a cost per 91 day period

\$32.73

Annual pay-on-time savings[†]

[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

Call us: 1300 567 236

Let our support team support you!



Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



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:

ADELAIDE
International Event
March 9-11, 2018

April - June:

July - September:

October - December:

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

Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



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



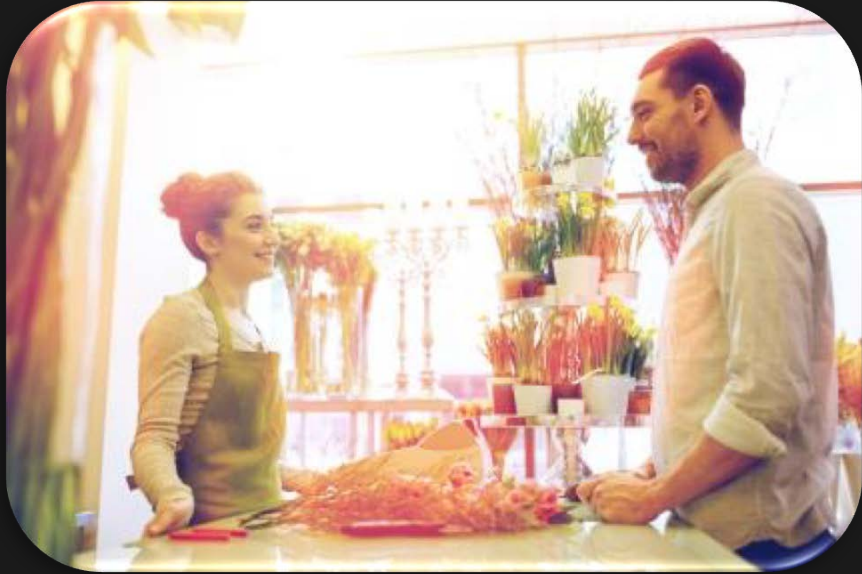
Sharing Anovia: Who to target?

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 2nd 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

Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



Becoming a leader

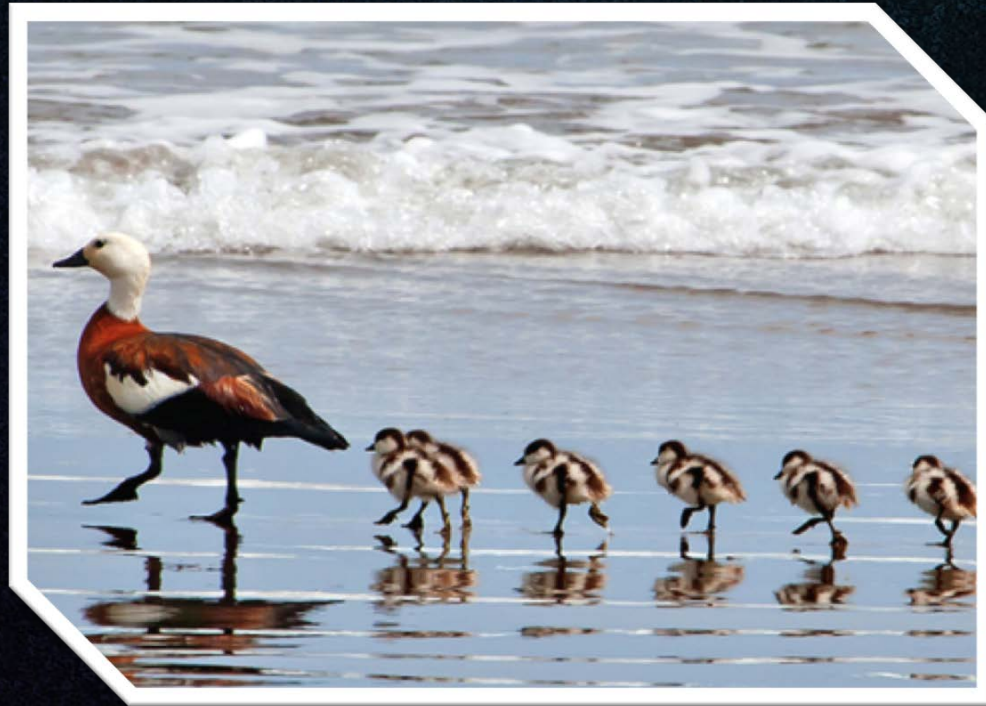
Phuong Nguyen

A close-up photograph of Ayrton Senna wearing a racing helmet. The helmet is yellow and green with a red stripe and features the Marlboro logo. Senna is looking forward with a focused expression. The background is dark and out of focus.

Once you're in it, you're in it to finish

Ayrton Senna

Leadership is Influence.



Attributes of an ACN Leader

- **Leaders** are coachable
- **Leaders** constantly work on themselves
- **Leaders** build relationships
- **Leaders** always share the Vision
- **Leaders** lead by example and do it first
- **Leaders** have a desire to be a professional not an amateur
- **Leaders** loves critical feedback



Leadership is
nothing
about size...
It's an **ATTITUDE.**

Attitude of a Leader

- **Leaders** are always in positive state
- **Leaders** have a selfless mentality and put others first
- **Leaders** have a 'can do' attitude
- **Leaders** create a winning environment for others to develop & learn
- **Leaders** are always striving to be better versions of themselves
- **Leaders** are always solution orientated
- **Leaders** manage their emotions

Empowering

Encouragement

Cheerful

Inspiring

Talk about the future

Uplifting

Helpful

Grateful

Solution Orientated

Complain

Excuses

Jealousy

Blame

Dependent

Revenge

Ungrateful

Talk bad at others

Talk about the past

Complacent

Skills of a Leader

- **Leaders** quickly learn how to present
- **Leaders** develop the skills to train IBOs
- **Leaders** develop skills of Sorting and Closing
- **Leaders** master promoting events
- **Leaders** always stay in Phase 1

A man in a dark suit, white shirt, and patterned tie is celebrating. He is holding a large brass megaphone in his right hand and has his left fist raised in the air. He is smiling and looking upwards. The background is a bright, slightly hazy sky. The text "LEADERS CREATE A WINNING CULTURE FOR EVERYONE..." is overlaid in the center in a bold, white, sans-serif font.

**LEADERS CREATE
A WINNING CULTURE
FOR EVERYONE...**

- ✓ Dress professionally
- ✓ Arrive Early
- ✓ Avoid Distraction
- ✓ Introduce guests to other LEADERS/IBOs
- ✓ Participation




Jumpstart
January
2018

#WeAreACN



**MOBILE PHONE
A BUSINESS BUILDER
OR
A BUSINESS KILLER..?**

**Is your phone important or
your guest...?**



We are stronger together
than we are alone.

Walter Payton

quoteagency

Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



Fast tracking your ACN journey

Rao Kankatala

Phases in Network Marketing

Phase-1

Personal Recruitment
Massive Momentum

Phase-2

Supervisors
Decreased
Momentum

Phase-3

Managers
No Momentum

Phase-4

Quitters
Negative Momentum

What is a 90 Day Game Plan?



Pre-Launch



**The
Launch**



**Maintaining
Momentum**

1

Pre-Launch

Sacrifice and Success



- Eliminate Distractions
- Set Priorities
- Determine your Rewards

TC Strategy



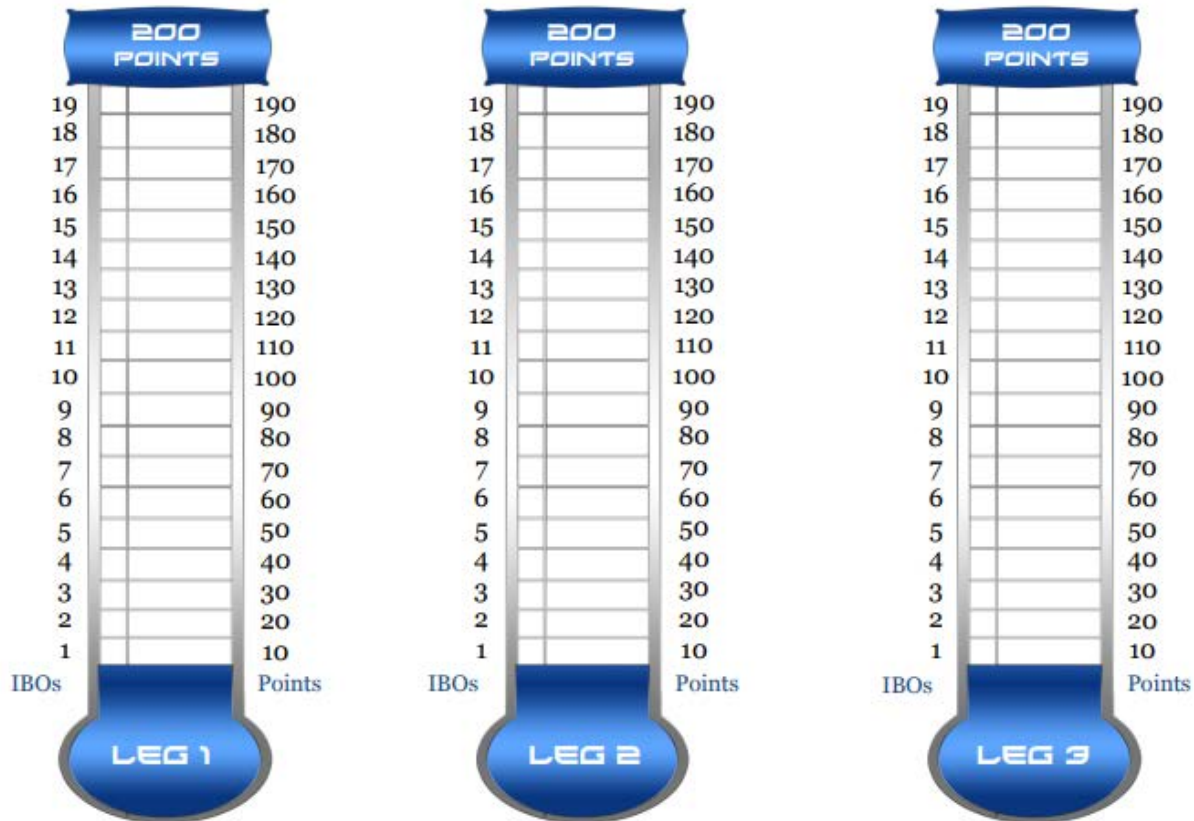
24 IBOs

Average 25pts

7pts a Day



TEAM COORDINATOR PROGRESS



- Track your Progress via TC Thermometer
- Set the Goal Date

2

The Launch



- Set the pace in your first 30 days
- Day 1 – Day 30

Daily Activities

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

Exposures



Private Business
Reception



1 on 1

2 on 1



Webinars

3

Maintaining Momentum

30 – 90 Days

- Creating Money Stories
- Multiple ETT/ETL Promotions
- Multiple ETT/ETL Promotions
- Always Stay in Phase-1

Phase-1
Personal Recruitment
Massive Momentum

Success Journey



Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



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

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

January new IBO promo price: **\$129[^]**

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

*International
& Event*

MARCH 9-11
2018