



# ACN Broadband, TV & Phone in partnership with VODAFONE

## Order Process Guide



# Order Process

## Step 1

Order submission  
(IBO/CUSTOMER)

## Step 2

Verification and  
Activation  
(VODAFONE)

**Step 1**  
**Order Submission**  
**(IBO/ Customer)**

## Available Offers

### Internet, telephone and TV

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- Up to 500 mb/s
- Internet flatrate
- Wlan Modem
- Calls to landlines flatrate
- Up to 99 SD channels, 47 HD channels
- From 24.98 €/Month

### Internet and telephone for home

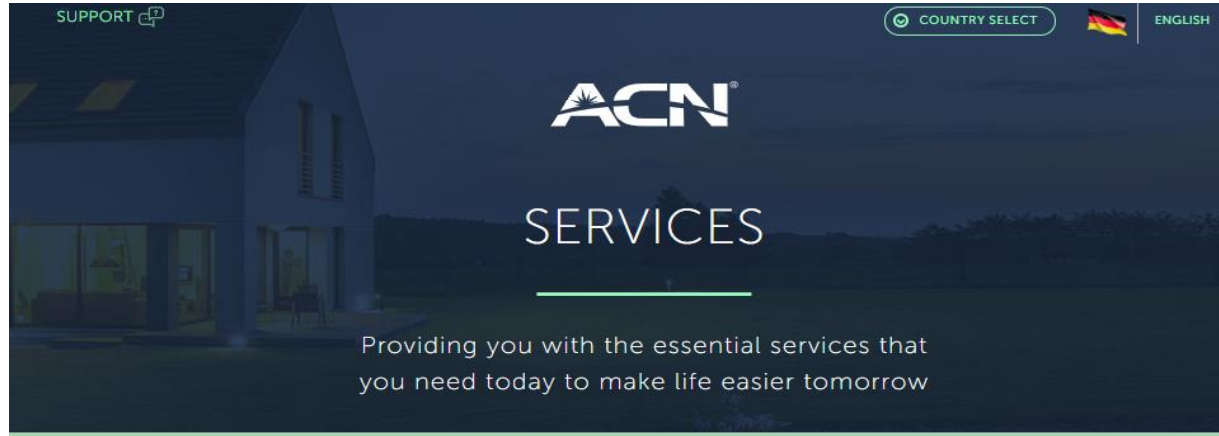
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- Up to 500 mb/s
- Internet flatrate
- Wlan Modem
- Calls to landlines flatrate
- From 19.99 €/Month

# Step 1 - Order Submission



IBO/Customer starts by clicking in the Vodafone icon in Myacn.eu webpage.



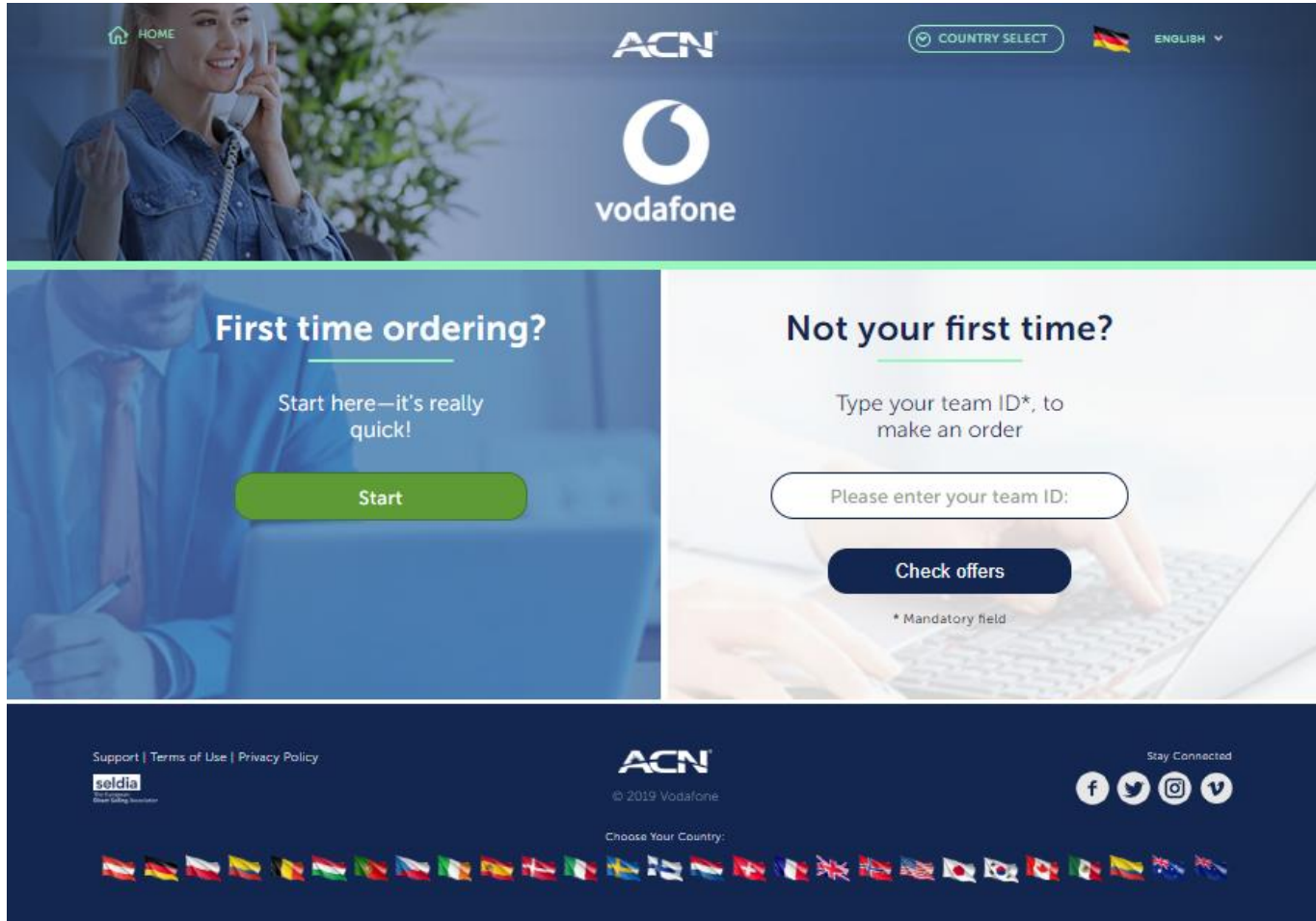
## Select A Service



# Step 1 - Order Submission



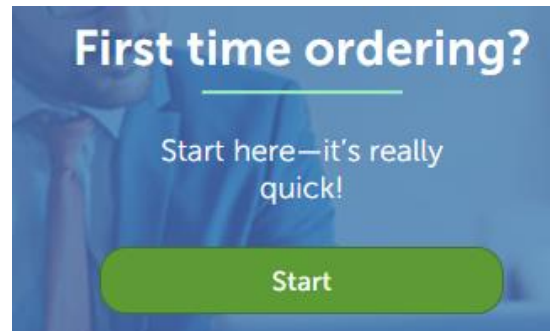
IBOs entering from the online shop will have their Business ID auto-populated. Those accessing from myacn.eu will have to enter their Business ID.



# Step 1 - Order Submission



Customers placing the order for the first time will have to go through Do's and Don'ts before proceeding with the order.



## ✓ Do's

- Submit your leads using only the Vodafone lead form available on the ACN Online Shop
- Present and outline the product information to the customer and get their consent before proceeding with the order
- Inform the customer about the content of the offers and the conditions of sale
- The IBO helps the customer perform the eligibility check, select the desired offer and complete the order
- The IBO helps the customer identify the offer features and benefits, one-off charges, monthly recurring charges, bundle discount (if applicable), and contract duration.
- • The IBO informs the customer that by submitting the order, the customer enters into a legal agreement with Vodafone for 24 months, and that the customer has the right to revoke the order during cooling off period within 14 days from order submittal.
- The customer provides the correct personal details, including the customer's own email address and phone number
- The IBO will explain to the customer what will happen next. For full details, consult the Order Process Guide available in the IBO Back Office

## ✗ Don'ts

- The IBO does not place an order on behalf of the customer
- The customer will not complete any Vodafone orders on websites found in web search engines: the customer would enter into an agreement directly with Vodafone and the IBO would not be compensated for the order
- The customer will not contact Vodafone directly before having received an order confirmation email from Vodafone.
- IBOs do not contact Vodafone, visit Vodafone offices or branches.
- IBOs do not contact Vodafone on behalf of the customer in any circumstance.

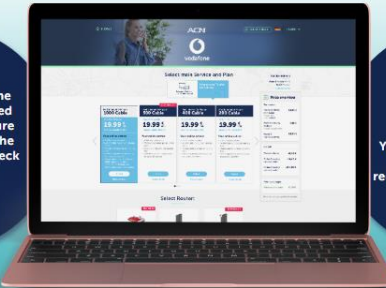
# Step 1 - Order Submission



## Make sure to follow the steps

Step 1 | Step 2 | Step 3

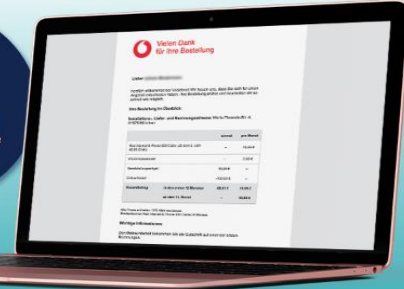
Customer submits the order with all required information. Make sure the address used in the service availability check is correct



You should see an order summary screen and receive an order summary email

Step 1 | Step 2 | Step 3 | Step 1 | Step 2 | Step 3

Customer will receive an order confirmation letter once Vodafone verifies the order



After receiving the confirmation letter, the customer receives a router for installation after the service is active





# Step 1 - Order Submission



Customer is taken to the offer page, where they can scan the offer of their choice. It is mandatory to take a service availability check before proceeding with the order. Customer needs to enter the postcode, street and house number in order for the check to process.

## Available Offers

### Internet, telephone and TV

- Up to 500 mb/s
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- From 24.98 €/Month

### Internet and telephone for home

- Up to 500 mb/s
- Internet flatrate
- Wlan Modem
- Calls to landlines flatrate
- From 19.99 €/Month

## What offers could you get?

Find out which services are available to you

Postcode\*

Type postcode

City\*

Type City

Street\*

Type Street

House nr.\*

Nr

Check

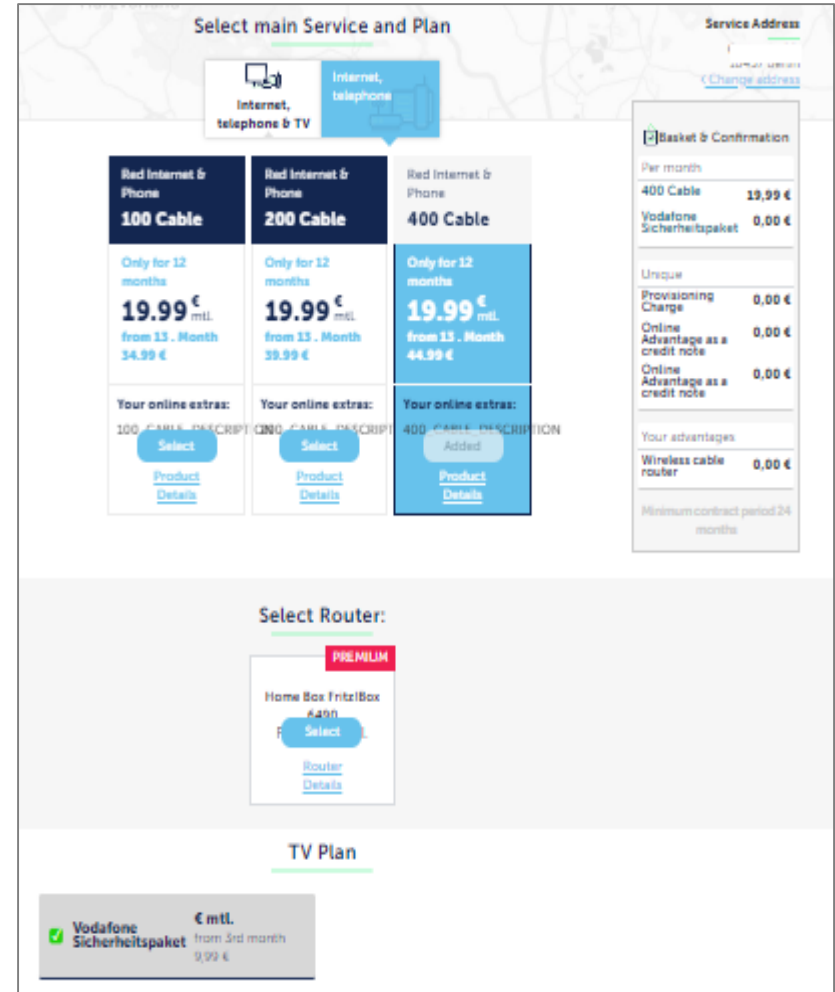
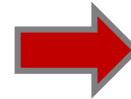
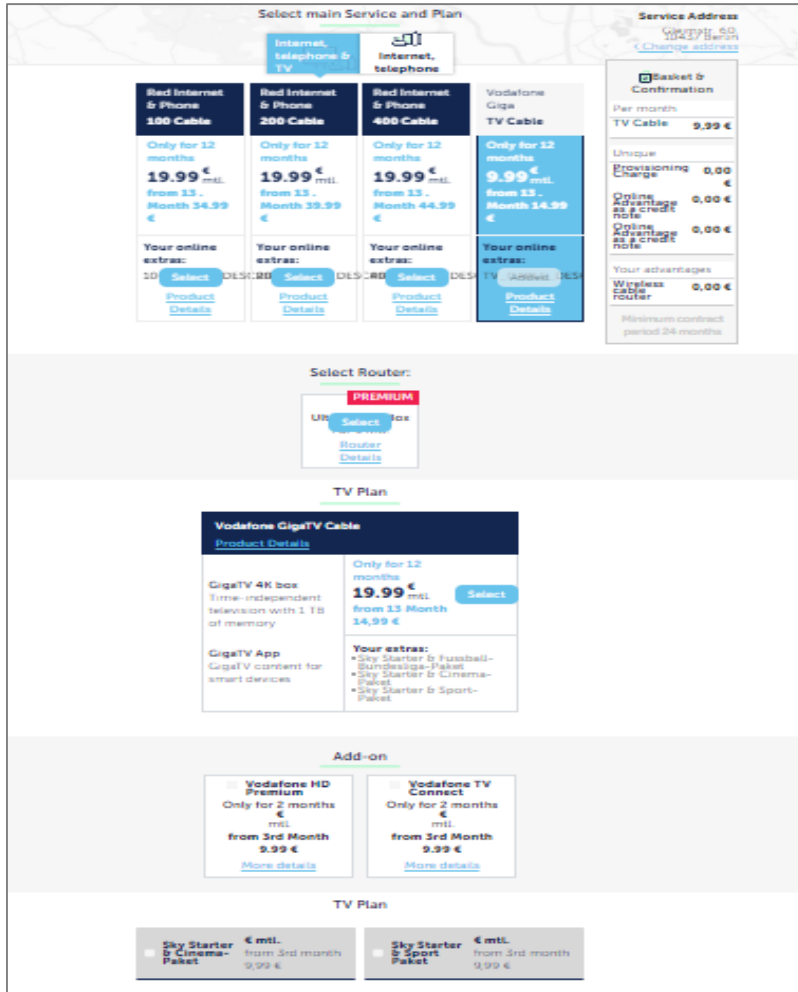
\* Mandatory field



We're sorry, but your address is not yet served by cable. We advise you to select another service from the [ACN online store](#).

# Step 1 - Order Submission

If the address is serviceable, customer is taken to the offer page where they can select their preferred option. Once they have selected their package, they click on 'Next' to move forward.



Next

# Step 1 - Order Submission

Customer is asked to fill in their personal and payment details on this page. He must also select his porting preference. He cannot continue without filling all the mandatory details.

My Details

### Personal details

Salutation\*  Title

First name\*

Last name\*

### Contact details

email\*

Date of Birth\*

Area code\*  Phone Number\*\*

When can we reach you?\*

### Service Address

Ubbo - Emmius - Str 96  
26789 Leer

Shipping Address  Same as Service Address

Billing Address  Same as Service Address

Next

### Bank details

IBAN \*

Account holder name is same as customer name

### Porting number

Do you want to port a number?\*

Yes  No

Area code\*  Phone Number\*

Old provider\*

Date of termination

Select your number porting date\*

As soon as possible  
 Select a date

Select a date

Do you want to port another number?

Yes  No

Area code\*  Phone Number\*

### Shipment

Free

### Payment

COD

### Confirm Purchase

I agree to the Terms & Conditions

Confirm Purchase

Details of the bank account holder

Name, email, DoB, Phone and preferred time of contact

Phone number and old provider

Date of termination of the contract.

Service Address This is the address where your new Vodafone connection will be set up.

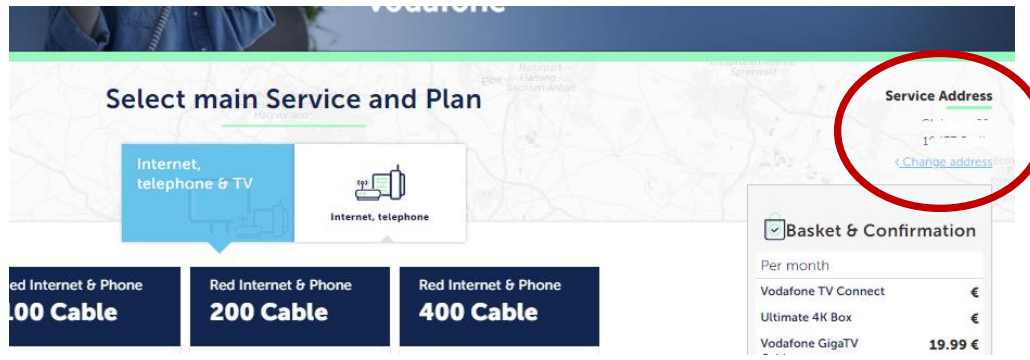
Customer has the option to port another number with the fee of 9.99 EUR.

Customer can opt for different shipping and billing address

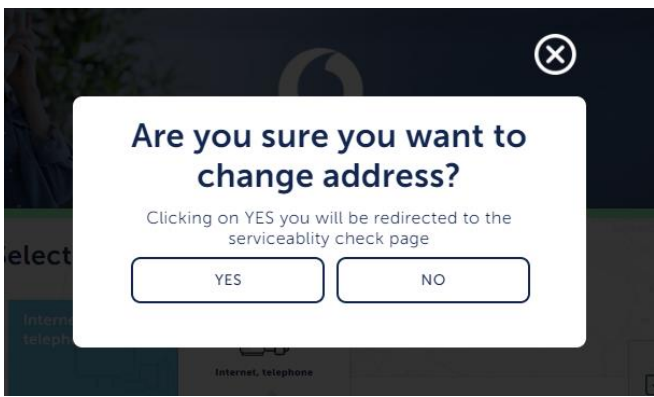
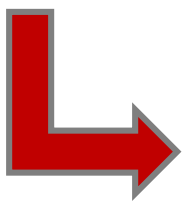
# Step 1 - Order Submission

Important

If customer wishes to change his service address at this point, a pop-up appears warning him that change in address will result in change in tariff. Should the customer wish to continue, a service availability check is performed again.



Basket & Confirmation	
Per month	
Vodafone TV Connect	€
Ultimate 4K Box	€
Vodafone GigaTV	19.99 €



**Are you sure you want to change address?**

Clicking on YES you will be redirected to the serviceability check page

YES NO

# Step 1 - Order Submission



Next, customer is shown the price overview. He clicks on Confirm to continue.

An order summary page is on the screen once customer has filled all his information. Customer can edit the data if required from this page. Customer then clicks on Confirm and Pay to continue.

The order must be placed by a customer.

✓ My Details | ✓ Billing & Porting | Basked & Confirmation

**Personal Details**

Salutation\* Title\*  
Select Select

First name\*  
Type first name

Last name\*  
Type last name

**Contact Details**

email\*  
Type your email

Date of birth\*  
YYYY MM DD

Area code\* Phone number\*  
Type code Type phone number

When can we reach you?\*Please Select

**Service Address**

Maria-Theresa-Str. 4  
81825 Munich

**Shipping Address**

Same as Service address

**Bank Details**

First name\*  
Type first name

Last name\*  
Type last name

IBAN\*  
Type IBAN

BIC\*  
Type BIC

Account holder name is same as customer name

**Porting number**

Do you want to port a number?\*

YES  NO

Area code\* Phone number\*  
Type code Type phone number

Old provider\*  
Select old provider

Date of termination\*  
YYYY MM DD

Do you want to port another number?\*

YES  NO  
Porting charges may apply

**Per month**

Basket & Confirmation

Per month

Vodafone TV Connect	0,00 €
Ultimate 4K Box	0,00 €
Vodafone GigaTV Cable	19,99 €
Sky Starter & Cinema-Paket	0,00 €

Unique

Provisioning Charge	0,00 €
Online Advantage as a credit note	0,00 €
Online Advantage as a credit note	0,00 €

Your advantages

Wireless cable router	0,00 €
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Minimum contract period 24 months

\* Mandatory field

Check Information

Price overview

Per month

Internet & Phone	19,99 €
TV & Cable	19,99 €
TV & Cable	19,99 €
Wireless security package	0,00 €
Mobile Services Core	14,99 €
Mobile & International Flat	14,99 €

Unique

Provision charge	49,99 €
Online Advantage as a credit note	-50,00 €
Online Advantage as a credit note	-100,00 €

Your advantages

Wireless cable router	0,00 €
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Porting number

Porting number fee	9,00 €
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Minimum contract period 24 months

Personal Details

Mr. Karl Marx  
T-Mobile  
Phone: .....  
email: .....  
Date of birth: .....

Shipping Address

Mr. Karl Marx  
Test Str. 1 .....

Billing Address

Mr. Karl Marx  
Test Str. 1 .....

Bank Details

IBAN: .....  
BIC code: .....  
Date of birth: .....

Porting number

Phone nr.: .....  
Old provider: T-Mobile  
Termination date: 2018.12.05

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

## Important Information:

This is a preliminary summary of your order and not an order confirmation.

Your order will now be checked by Vodafone and in the next 2 working days you will get a confirmation email directly from Vodafone.

If you have any questions about your order please contact Vodafone Customer Service on [www.vodafone.de](http://www.vodafone.de)

# Step 1 - Order Submission



An order summary screen is displayed in the next screen. Customer can use the reference number to connect with Vodafone for any order related queries.

## Thank you for ordering with us!

Your order reference number is "xxxxxxxx"

**We have sent your order details on the email id provided by you on your personal information page.**

### What will happen next :

1



Vodafone will now check all the details and validate your order

2



Once accepted, Vodafone will contact you to confirm the model shipment date

3



In case you need any help or information, we recommend you to contact Vodafone directly or ACN IBO

**We hope you will enjoy the services you have ordered!**

# Step 1 - Order Submission



An email is sent to the customer email address from ACN that summarizes the order. It is NOT an order confirmation email.

Here is the summary of your order you placed on xxxxxx.acneuro.com.

## Your Order Summary:

**Installations-, Delivery – and Billing Address:** Media-Tel. Esch-Str. 1, 31075 Mörtrien

		One-time charge	Monthly Charge
Red Internet & Phone 500 Cable (ab dem 2. Jahr 49,99 €/mtl.)		–	19,99 €
WLAN-Kabelrouter		–	0,00 €
Activation Fee		49,99 €	–
Online - discount		-100,00 €	–
<b>Total:</b>	In the first 12 months:	-50,01 €	19,99 €
	From month 13:	–	49,99 €

All charges include 19% VAT..  
Minimum Contract Duration Red Internet & Phone 500 Cable 24 Month.

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# Step 2

## Verification & Activation (Vodafone)



## Step 2 - Verification & Activation



Once the order is placed, Vodafone conducts a background verification check on the data within 24 hours of order submission.

- Credit Check
- Bank account Information check
- Bad debt check

If customer is clean, Vodafone sends a letter to them confirming their order. If customer does not clear the checks, Vodafone sends them a letter indicating order rejection.

STATUS IN PCL	DESCRIPTION
INCOMPLETE	Order has been accepted by the vendor and is being verified
INCOMPLETE	Order has been rejected by the vendor
INCOMPLETE	Order is on hold and being verified by the vendor

## Step 2 - Verification & Activation



Depending on the offer, Vodafone decides whether customer can self-install the router or would need a technician.

- **Self-install**-> customer receives a detailed instruction on how-to-do in the confirmation letter. A router is sent by post and it takes 2-3 days to reach the customer's given address.

If customer does not receive the router or have problem in self-installation, they can contact Vodafone service center for assistance.

- **Require a technician**-> Vodafone schedules an appointment with the customer and the details are included in the confirmation letter. The technician will visit at the appointment hour and install the router.

Depending on the Porting preference, customer will have the service activated by Vodafone:

- Ported connection- up to 14 days for activation
- Non-porting connection- up to 48 hours for activation

STATUS IN PCL	DESCRIPTION
INCOMPLETE	Order has been canceled by the customer
ACTIVE	Service is Active

## Step 2 - Verification & Activation



**It is very important that customer installs and activates his router as soon as he receives it, for IBOs to get compensated. Until the routers are activated, order does not qualify for compensation.**