

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

- Up to 1000 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

- Up to 1000 mb/s
- Internet flatrate
- Wlan Modem
- Calls to landlines flatrate
- From 19.99 €/Month

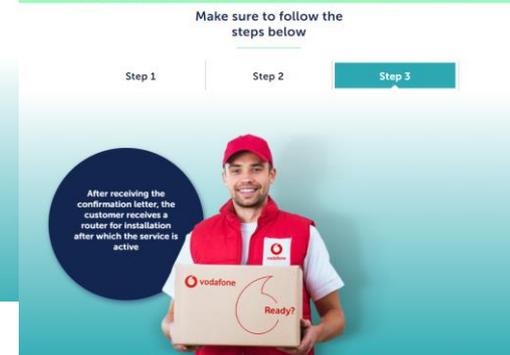
Important

Upselling of Cable/tv to existing VF mobile Customers will count toward IBO compensation.

Step 1 - Order Submission



The Customer starts by clicking in the Vodafone Mobile icon in IBOs Storefront/ MyACN web. He will be redirected to ACN landing page with Do's & Don'ts and short process overview.



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.

I hereby acknowledge that I have read and understood these instructions.

Please enter your team ID

Check offers

Step 1 - Order Submission



Need more information?

Read our Do's and Don'ts list.

✓ 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 the cooling off period within 14 days from when the order is submitted
- 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 should not contact Vodafone, visit Vodafone offices or branches under any circumstances. For all queries or requests, please go via the ACN IBO service team. Any contact with Vodafone—even on behalf of customers—will result in penalty and even licence withdrawal.

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 for the check to process. There is an error message if service is not available.



Available Offers

<h3>Internet, telephone and TV</h3> <ul style="list-style-type: none">Up to 1000 mb/sInternet flatrateWlan ModemCalls to landlines flatrateUp to 99 SD channels, 47 HD channelsFrom 24.98 €/Month	<h3>Internet and telephone for home</h3> <ul style="list-style-type: none">Up to 1000 mb/sInternet flatrateWlan ModemCalls to landlines flatrateFrom 19.99 €/Month
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 Unfortunately, there are no offers available at this address

What offers could you get?

Find out which services are available to you

Postcode* City* Street* House nr.*

* Mandatory field

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.

Landschaftsschutzgebiet

Select main Service and Plan

Service Address
Eisabethstr. 7
80796 München
[Change address](#)

Internet, telephone & TV

Internet, telephone

Red Internet & Phone 50 Cable	Red Internet & Phone 250 Cable	Red Internet & Phone 500 Cable	Red Internet & Phone 1000 Cable
Das Angebot gilt nur für 24 Monate	Das Angebot gilt nur für 6 Monate	Das Angebot gilt nur für 6 Monate	Das Angebot gilt nur für 6 Monate
19.99 € mtl. ab dem 25. Monat - 29,99 €	19.99 € mtl. ab dem 7. Monat - 39,99 €	19.99 € mtl. ab dem 7. Monat - 44,99 €	19.99 € mtl. ab dem 7. Monat - 49,99 €
Your online extras: <ul style="list-style-type: none">• 50 Mbit/s max. im Download• Bis zu 5 Mbit/s im Upload• Internet-Flatrate• Festnetz-Flatrate• Mindestvertragslaufzeit 24 Monate	Your online extras: <ul style="list-style-type: none">• 250 Mbit/s max. im Download• Bis zu 25 Mbit/s im Upload• Internet-Flatrate• Festnetz-Flatrate• Mindestvertragslaufzeit 24 Monate	Your online extras: <ul style="list-style-type: none">• 500 Mbit/s max. im Download• Bis zu 25 Mbit/s im Upload• Internet-Flatrate• Festnetz-Flatrate• Mindestvertragslaufzeit 24 Monate	Your online extras: <ul style="list-style-type: none">• 1000 Mbit/s max. im Download• Bis zu 30 Mbit/s im Upload• Internet-Flatrate• Festnetz-Flatrate• Mindestvertragslaufzeit 24 Monate
Select Product Details	Select Product Details	Select Product Details	Select Product Details

Basket & Confirmation

Please Select a Plan

Minimum contract period 24 months

TV Plan

Vodafone GigaTV Cable inkl. HD Premium

[Product Details](#)



GigaTV 4K box
Time-independent television with 1 TB of memory

GigaTV App
GigaTV content for smart devices

Das Angebot gilt nur für 6 Monate

14.99 € mtl.
ab dem 7. Monat 19,99 €

Select

Ihre Extras:

- Bis zu 99 TV-Sender in SD und 4K in HD
- Video on Demand: Tausende Filme und Blockbuster auf Abruf in der Vodafone Videothek.
- Zugang zu bis zu 28 Mediatheken.
- Zugriff auf Deine liebsten Streaming-Dienste

Basket & Confirmation

Empty cart

Per month

250 Cable ab dem 7. Monat - 39,99 €	19,99 €
Vodafone TV Connect	15,00 €
Vodafone Sicherheitspaket	0,00 €
WLAN-Kabelrouter	0,00 €
Kombo Discount	-5,00 €

Unique

Provisioning Charge	49,00 €
Flat rate delivery TV	9,99 €
Provision fee	49,99 €

Your advantages

Ultimate 4K Box	0,00 €
Online Advantage as a credit note	-50,00 €
Flat rate delivery TV	-9,99 €
Provision fee	-49,99 €

Minimum contract period 24 months

Select Router:

PREMIUM WLAN-Kabelrouter For 0.00 € mtl.	PREMIUM FRITZ!Box 6591 For 4.99 € mtl.
Select Router Details	Select Router Details

Add-on

<input checked="" type="checkbox"/> Vodafone TV Connect  15 € mtl. More details	<input checked="" type="checkbox"/> Vodafone Sicherheitspaket  Only for 2 months 0.00 € mtl. For pricing for 3rd month check below More details
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Next

Step 1 - Order Submission

Next the customer is redirected to the check out page and is asked to fill in their personal and payment details. He cannot continue without filling all the mandatory details. At the end the Customer must agree on T&C and confirm the order.

THE ORDER MUST BE PLACED BY A CUSTOMER

[Back](#)

My Details | Billing & Porting | Basked & Confirmation

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

Elisabethstr. 7, 80796 München

Shipping Address

Same as Service Address

Billing Address

Same as Service Address

Next

Bank details

IBAN *

Account holder name is same as customer name

Next

Per month

250 Cable	19,99 €
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Vodafone Sicherheitspaket	0,00 €
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Flat rate delivery TV	-9,99 €
Provision fee	-49,99 €

Minimum contract period 24 months

I agree to the Terms & Conditions
The information you provided will be shared with Vodafone to finalise your order. We will not share your information with any other third parties.

Confirm

Shipping Address

Same as Service Address

Salutation

Title

First Name

Last Name

Postcode * City *

Street *

House nr *

Billing Address

Same as Service Address

Salutation

Title

First Name

Last Name

Postcode *

City *

Street *

House nr *

Step 1 - Order Submission



An order summary screen is displayed in the next screen.

The order will be checked now by Vodafone and in the next 2 working days the Customer will get a confirmation e-mail directly from Vodafone.



Thank you for ordering with us!

Your order reference number is BF3V0203

What will happen next :

1



Vodafone will now check all the details and validate your order

2



Once the order is accepted, Vodafone will contact you to confirm the delivery date of the modem and to arrange delivery

3



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

The important information at a glance

Number Porting: The portability of the previous telephone number is free of charge. Please follow the instructions in the welcome e-mail from Vodafone

We hope that you will be fully satisfied with the services you have just ordered!

[Go to homepage](#)

Step 1 - Order Submission



Visibility in PCL

It may take up to 24 hours for the customer to show on PCL.

In VIP	PCL description
INCOMPLETE	New order has been submitted. No action required
ACTIVE	The customer is active
INCOMPLETE	Contact with Customer is required. The customer will be contacted to validate the order details.
INCOMPLETE	The order was rejected/ revoked by the Customer

The status changes to Active when the order is confirmed in the Vendor system. If after 30 days, the order is Active in VIP and still has not gone into status Active in the Vendor report than order will be purged.

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.

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.

Regarding **porting** the Customer should follow the instructions from Vodafone