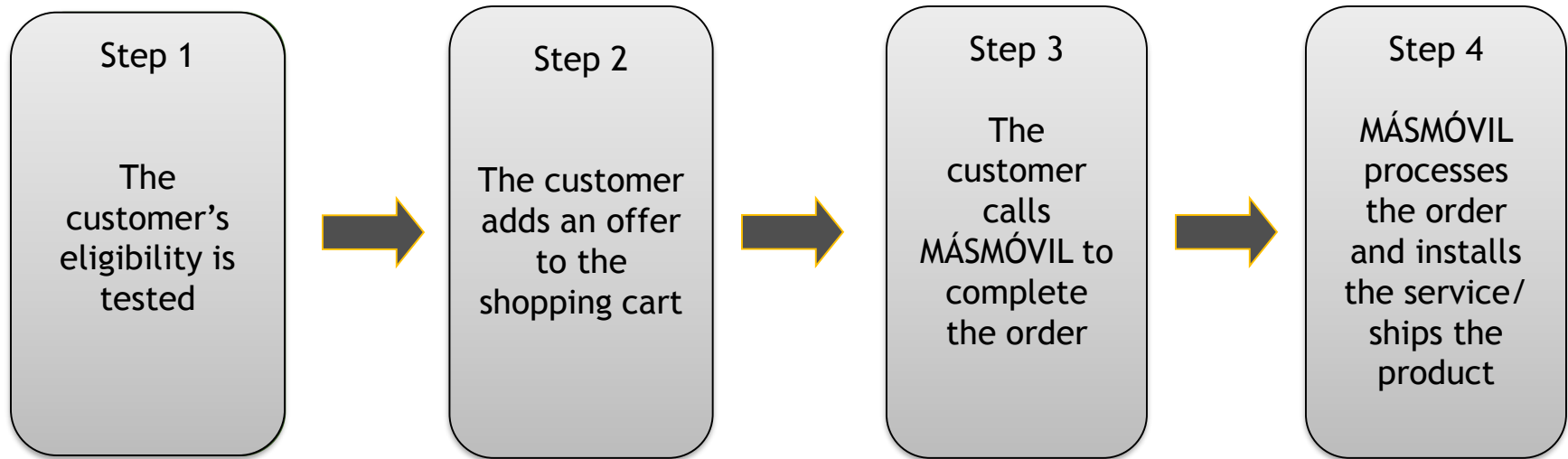


ACN Broadband + Phone, and Mobile
in partnership with MÁSMÓV!L

Order Process Guide

General Process Overview



Step 1

The customer's eligibility is tested

Step 1: The customer's eligibility is tested

To place an order, click on the 'Broadband, Phone and Mobile partnership' icon either on the residential or the business section of your IBO Online Shop or www.myacn.eu.



Can ACN IBO acquire customers of the Grupo MASMOVIL?

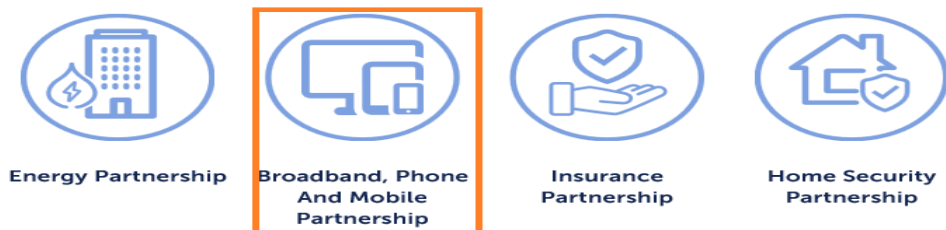
No. Current customers of MASMOVIL, Yoigo, Pepephone, Llamaya and Happy Movil cannot be acquired by belonging to the same Grupo MásMóvil, with which we have this collaboration agreement.

The IBO can however upsell to the customer the services that they don't already have. Example a customer that have a mobile line with the Grupo MásMóvil. The IBO can upsell to the customer the fixed services (Internet + fijo) and additional mobile lines.

For Your Home



For Your Business



Step 1: The customer's eligibility is tested

You will be redirected to the ACN's homepage for the MÁSMÓVIL partnership. The website will provide the information you need to successfully place an order, including links to the Eligibility Test and the Offer Configurator.



ACN

ELIJA EL PAÍS  ESPAÑOL

MÁSMÓVIL

MÁSMÓVIL está destinado a cubrir las necesidades de pequeñas empresas y autónomos con una oferta de precios competitivos en Internet + voz o Internet + Voz + Móvil.

¿Es su primer pedido?

Los usuarios nuevos deben empezar por aquí, se tarda solo 90 segundos

[Empezar](#)

¿No es el primero?

Tenga en cuenta que se le cargará 3 euros a su cuenta ACN por cada llamada a MÁSMÓVIL que no resulte en venta

[Comprobación de cobertura](#)

[Configurador de ofertas](#)

Tras comprobar la cobertura y elegir sus ofertas, llame a MÁSMÓVIL al 800007884 de 9:00 a 21:00, para completar su pedido

Note: utilice otro navegador que no sea Internet Explorer

Step 1: The customer's eligibility is tested

ELIGIBILITY CHECK

To check the customer's eligibility, click on the Eligibility Check icon on the ACN's homepage for the MÁSMÓVIL partnership, and enter the following login information:

GRUPO MASMÓVIL

COMPROBACIÓN DE COBERTURA

User: ACNNegocios
Password: ACNNegociosMM*

Login
Introduzca sus credenciales para hacer login.

Nombre

Password

El password es obligatorio

Log in

GRUPO MASMÓVIL

COMPROBACIÓN DE COBERTURA

¿Necesitas ayuda para localizar la dirección?

Pincha AQUÍ para consultar el Catastro
Pincha AQUÍ para consultar Google Maps
Pincha AQUÍ para verificar Geocal
Pincha AQUÍ para consultar el manual de ayuda

Nombre y Apellidos **Name & surname**

DNI / NIE / CIF / Pasaporte **Customer ID(DNI NIF/ CIF/ Passport)**

Introduzca el teléfono fijo a portar **Fixed line number**

Introduzca el teléfono de contacto **Contact phone number**

Comprobar cliente

If wrong credentials entered, an error appears.

GRUPO MASMÓVIL

COMPROBACIÓN DE COBERTURA

Login
Introduzca sus credenciales para hacer login.

Se han producido los siguientes errores:

- Login incorrecto, revise sus credenciales.

Nombre

Password

Log in

The system is searching the customer in MM database.

No existen datos de cliente Más Móvil con estos datos.

¿Desea continuar con el formulario de comprobación de cobertura?

There is no Masmovil customer with this data.

Do you want to continue with the eligibility check?

Volver Continuar

Step 1: The customer's eligibility is tested

ELIGIBILITY CHECK

If the customer is not found in the MÁSMÓVIL's data base, the service address will need to be entered in the following order: Type of street, name of the street, number and finally the city.

1

MASMOVIL

COMPROBACIÓN DE COBERTURA

¿Necesitas ayuda para localizar la dirección?

- Pincha AQUÍ para consultar el Catastro
- Pincha AQUÍ para consultar Google Maps
- Pincha AQUÍ para verificar Gescal
- Pincha AQUÍ para consultar el manual de ayuda

Dirección Ej.: Calle Gran Vía 15, Madrid

2

How to find my address

Enter the address starting with the type of street, the name and number and finally the city. The format would be the following:

[Street type] [Street name] [Number], [City]

Example: Gran Vía 15 street, Madrid

IMPORTANT: It is not recommended to include the postal code or province in the search.

i

Como buscar mi dirección

Introduzca la dirección empezando por el tipo de calle, el nombre y el número y finalmente la población. El formato sería el siguiente:

[Tipo de calle] [Nombre de calle] [Número], [Población]

Ejemplo: Calle Gran vía 15, Madrid

IMPORTANTE: No se recomienda incluir el código postal ni la provincia en la búsqueda.

Entendido

Step 1: The customer's eligibility is tested

ELIGIBILITY CHECK

Further information like floor number might be required as well at a later stage. The available technology will appear once all the necessary information has been entered. When done the popup with available technology is presented.

Ayúdanos a afinar tu búsqueda

Piso

Continuar

Copie este código de cobertura

886BB5A049223695_FTTH

Cobertura ADSL **No Disponible** **Cobertura FTTH** **Disponible**

Seleccione el domicilio

Planta ↑	Mano	Escalera	Bloque	Portal/Puerta	Bis
003	D				
003	I				

Mostrando 1 - 2 de 2 registros

Seleccionar **No encuentro mi dirección**

Calle Gran Via, Zaragoza

3

Planta: 003
Mano: I

Generar Código de Cobertura

Step 2

The customer adds an offer to
the shopping cart

Step 2: The customer adds an offer to the shopping cart



Always remember to:

- Remind the customer to check if they have a binding agreement with their current provider, as MÁSMÓVIL will not cover any penalty charges the customer may incur
- Check the customer's eligibility using the Eligibility Check, located on the ACN's homepage for the MÁSMÓVIL partnership
- Inform the customer about the content of the offers and the conditions of sale
- Once the product is explained and agreed on, add the offers to the shopping cart using the Offer Configurator



- **Note:** The offer configuration tool only works with Spanish business IDs. IBOs from outside of Spain should skip this step and contact the MÁSMÓVIL hotline after the eligibility check, to submit the order.

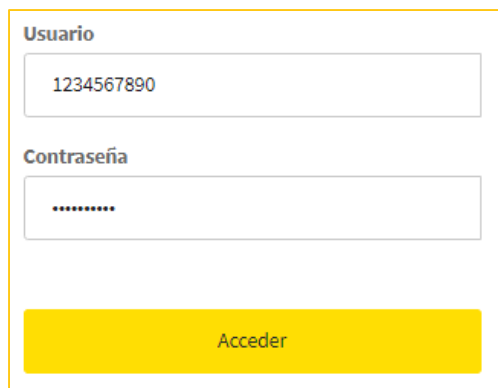
Step 2: The customer adds an offer to the shopping cart

OFFER CONFIGURATOR

Once the eligibility has been tested, go to the ACN's homepage for the MÁSMÓVIL partnership, click on the Offer Configurator icon and enter the following login information:

User name: The IBO's Business ID

Password: The IBO's Business ID




The screenshot shows a login form with two input fields and a button. The first field is labeled 'Usuario' and contains the text '1234567890'. The second field is labeled 'Contraseña' and contains a series of dots representing a password. Below the fields is a yellow button labeled 'Acceder'.

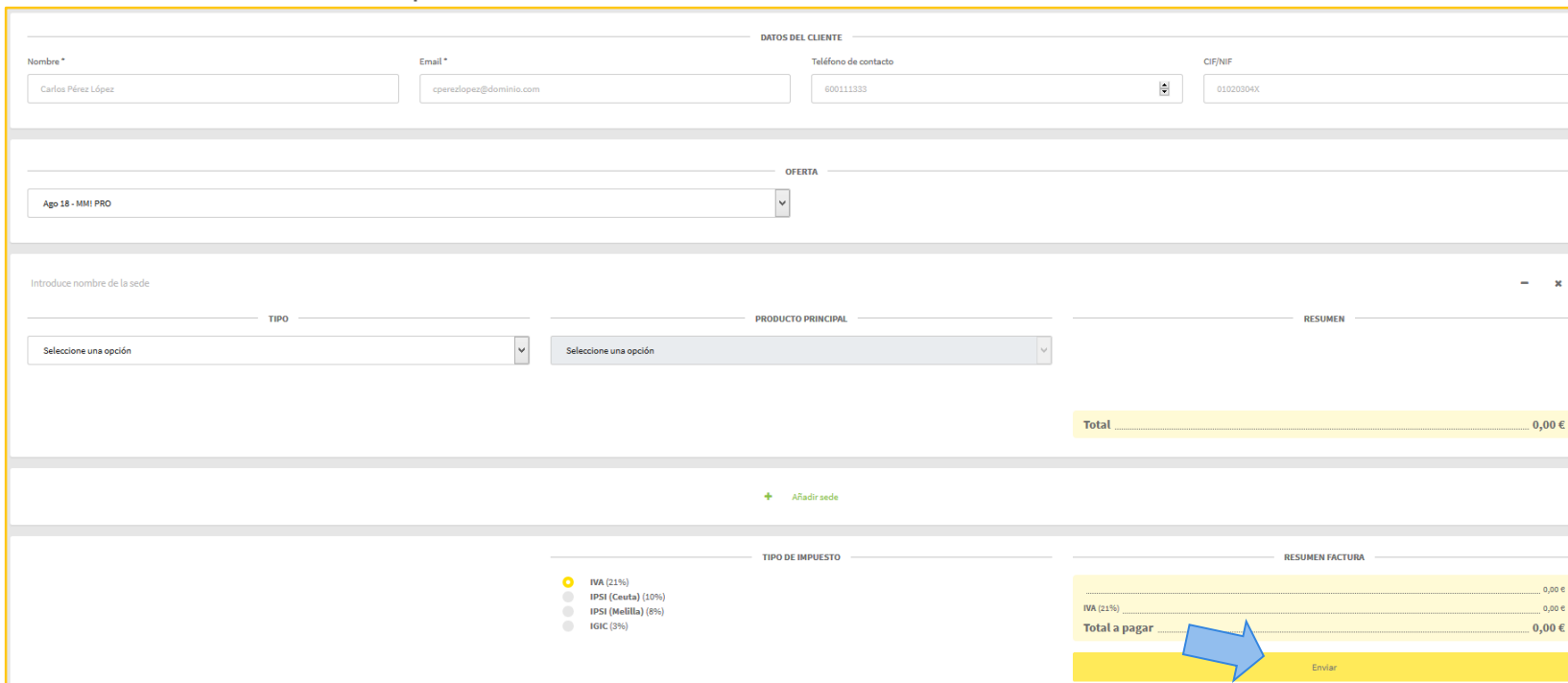
Reminder: The offer configurator tool only works with Spanish business IDs!

Step 2: The customer adds an offer to the shopping cart

The customer will need to select if they are residential or business customers, enter their personal information, and select their preferred offer and additional options.

 The offers that the customer selects must correspond to the available technology for that customer, according to their eligibility test.

To proceed to the confirmation screen click on 'Enviar'.



The screenshot shows a web form for customer selection. It is divided into several sections:

- DATOS DEL CLIENTE:** Includes fields for Name (Carlos Pérez López), Email (cperezlopez@dominio.com), Contact Phone (600111333), and CIF/NIF (01020304X).
- OFERTA:** A dropdown menu showing 'Ago 18 - MMI PRO'.
- Introduce nombre de la sede:** A search bar with a minus and close icon.
- TIPO:** A dropdown menu with 'Selecciona una opción'.
- PRODUCTO PRINCIPAL:** A dropdown menu with 'Selecciona una opción'.
- RESUMEN:** A table showing 'Total' as 0,00 €.
- Añadir sede:** A green button with a plus icon.
- TIPO DE IMPUESTO:** Radio buttons for IVA (21%), IPSTI (Ceuta) (10%), IPSTI (Melilla) (8%), and IGIC (3%).
- RESUMEN FACTURA:** A table showing 'IVA (21%)' as 0,00 € and 'Total a pagar' as 0,00 €.

A blue arrow points to the 'Enviar' button at the bottom right of the form.

Within the **residential offer** the customer can select **up to 2 additional mobile lines** - so in total there are **3 billable SIMs** available. If the customer wishes to order more billable SIMs they should opt for the **business offer** **15 additional lines** can be selected in the offer configurator tool and **9 more** can be added during the call - so in total there are **25 billable SIMs** available. Compensation is based on the customer's data usage. Check the compensation plan to learn what data usage are compensated per offer.

Step 2: The customer adds an offer to the shopping cart

Once the shopping cart is sent, a confirmation screen with a summary of the order will appear. We suggest that the customer downloads the document for their own administration.



MÁSMÓVIL
NEGOCIOS

HOLA,

Gracias por confiar en el servicio de MásMóvil Negocios.
A continuación, te detallamos las características del servicio por el que nos has consultado:

TUS DATOS

Nombre:
Email:
Código:
Teléfono:

TU OFERTA

Tipo de oferta:

Producto principal: **FORO DE NEGOCIOS 1GB**

Cota mensual	49,99 €
Plan de 300 a crédito de 30 GB (más)	- 9,99 €
Promo lanzamiento (Para toda la vida)	- 2,68 €
SUBTOTAL	37,32 €

IVA

FAXto mail	Cota mensual	9,00 €
	Grata durante un año	- 9,00 €
	SUBTOTAL	0,00 €

Office 365 Essentials	Cota mensual	4,00 €
	Grata durante un año	- 4,00 €
	SUBTOTAL	0,00 €

H < Página 1 > M

Abrir en una nueva pestaña [Descargar](#)

Step 3

The customer calls *MÁSMÓVIL* to complete the order

Step 3: The customer calls MÁSMÓVIL to complete the order

The customer needs to call MÁSMÓVIL's dedicated number for ACN customers to complete the order.



Phone number: **800007884**

Contact hours: **Monday to Friday from 9 to 21 hours**



Please note that the IBO's ACN account will be debited 3 euro for each call to MÁSMÓVIL that does not lead to a sale. Therefore is very important that the call to MÁSMÓVIL occurs **only after the shopping cart has been sent**, and that the offer the customer chooses corresponds to the technology available according to the result of the customer's eligibility test.

Step 3: The customer calls MÁSMÓVIL to complete the order



The customer will need to have the following information at hand when calling MÁSMÓVIL:

- Business ID of the IBO
- Name and surname of the customer
- Service address details
- Email address of the customer
- DNI/NIE number of the customer (for residential customers)
- NIF/CIF number of the customer (for business customers)
- Phone number (preferably mobile) of the customer
- Bank details of the customer
- A decision to transfer their existing phone number to MÁSMÓVIL or getting a new phone number

Step 3: The customer calls MÁSMÓVIL to complete the order

- When calling the MÁSMÓVIL's dedicated number for ACN customers, the order will be verified by the MÁSMÓVIL's agent
- The customer will be asked to send a copy of their ID to MÁSMÓVIL
- In some instances, if the customer does not pass the credit check, the customer may pay 60 euro over the phone with their Credit Card to proceed with the order
- The customer will receive a confirmation email with the contract after the order has been submitted
- If installation by a technician was required, the customer will be notified of the date and time of the visit via email/SMS

Step 4

MÁSMÓVIL processes the order
and installs the service/ ships
the product

Step 4: MÁSMÓVIL processes the order and installs the service/ ships the product

BROADBAND - FIBER

- The customer receives a reminder about the installation visit via SMS/email
- The installation is done up to 7 days after the order is submitted, and takes approximately 2 hours
- If there is a technician room in the customer's building, the customer must ensure the keys to access it on the day of installation
- If a new fixed phone number is requested, the service will be available after the technician's visit
- If porting was requested, the customer will be able to navigate the internet using the new line and continue to receive calls with the old line until the porting takes place
- An adult must be present during the technician's visit

Step 4: MÁSMÓVIL processes the order and installs the service/ ships the product

BROADBAND - ADSL

- If a new line is required, a Telefónica's technician will contact the customer to schedule its installation within 15 days. The router will be sent after the installation visit
- MÁSMÓVIL will send the router to the customer. The delivery time is up to 72 hours
- The customer will be notified about the router's delivery
- If the customer is not at home at the moment of the delivery, the courier will send them an SMS to reschedule the visit or to pick up the parcel at a pick-up point
- If the pick-up point option is selected and the parcel is not claimed within 7 days, it will be returned to MÁSMÓVIL and the order will be cancelled
- MÁSMÓVIL will call the customer to verify if there are any issues. If the customer encounters issues after MÁSMÓVIL's call, they can contact MÁSMÓVIL's Customer Service to request a visit by a technician
- If the customer resigns and no installation has been performed, the order will be cancelled and the router will need to be sent back to MÁSMÓVIL

Step 4: MÁSMÓVIL processes the order and installs the service/ ships the product

FIXED LINE

- Porting occurs within 48 hours
- For number porting, the technician will install a new line in parallel to the old one. Therefore, the customer will be able to use the new line, and continue receiving calls on the old line until MÁSMÓVIL concludes the porting process
- The customer will receive an SMS indicating the date when the porting of the fixed line will be effective. Once the porting is effective the fixed phone will need to be changed to the new line

Step 4: MÁSMÓVIL processes the order and installs the service/ ships the product

MOBILE - AVAILABLE ONLY WHEN THE INTERNET AND FIXED LINE SERVICES ARE ORDERED

- The mobile lines will be activated once the fixed service is installed and active
- SIM cards are delivered by courier after the installation of the fixed line. The delivery time is up to 72 hours
- The customer will be notified about the delivery via SMS/email
- If the customer is not at home at the moment of the delivery, the courier will send them an SMS to reschedule the visit or to pick up the parcel at a pick-up point
- If the pick-up point option is selected and the parcel is not claimed within 7 days, it will be returned to MÁSMÓVIL and the order will be cancelled
- The porting takes place within 24 to 48 hours
- The customer will receive an SMS informing them of the effective porting date. The customer will be able to use MÁSMÓVIL's service from that moment on

Statuses visible on the Personal Customer List (PCL) in the IBO Back Office:

In MM report	In VIP	PCL description
En provision	INCOMPLETE	Porting in progress
Cerrada	ACTIVE	Sales completed
Cerrada parcial	ACTIVE	Fixed line has been installed, pending mobile activation
Incidencia datos	INCOMPLETE	The data provided in the contract was not correct. Contact the Customer and verify the data that was provided. Then call the MM hotline again and record the contract correctly.
Incidencia cita	INCOMPLETE	Customer not reachable. Contact the customer and ask him to reschedule the installation visit with the Vendor.
Incidencia comercial	INCOMPLETE	The order was rejected either by the Customer or by the Vendor
En cancelacion	INCOMPLETE	The order was rejected either by the Customer or by the Vendor
Incidencia instalacion	INCOMPLETE	Order rejected - installation not possible
Incidencia prov jazztel	INCOMPLETE	Order rejected - installation not possible