



ACN Mobile in Partnership with e2save.com

Terms and Agreements

- 1. Is there an ACN Telephone Service Agreement (TSA) for mobile?**
No. The only way to place an order is online via your ACN Online Shop. Please note, you should not place orders on behalf of the customer. Either the customer should place an order using your Team ID or an order should be placed together with the customer. There is no ACN TSA for mobile.

Ordering online is the only way to capture your Team ID, ensuring you get compensated for each customer, therefore only the website should be used.
- 2. How old do customers need to be to order with e2save.com?**
Customers must be at least 18 years old. There are no age restrictions to order prepaid services.
- 3. Can any nationality place an order via e2save.com?**
Yes, as long as they have a home address in the UK and have been a UK resident for at least 3 years. This is necessary for credit check purposes.

Product Information

- 4. Which mobile providers can the customer choose from?**
The customer can choose from an extensive selection of products and services from O2, T-Mobile, Virgin, Orange, 3, Vodafone and Talk Mobile.
- 5. Are customers required to purchase a handset?**
No.
- 6. Which products and services are available?**
Customers can choose from an extensive selection of residential mobile services which are postpaid (pay monthly) and prepaid (pay as you go) and also data subscriptions (Mobile Broadband).

Please note: prepaid services (mobile and data) do not count towards your qualifications and commissions
- 7. Can renewals/upgrades be ordered online?**

For Orange, O2 and Vodafone customers:

Renewals/ upgrades for can be placed online via the Upgrades category in the top navigation menu on the website.

For T-Mobile customers:

Renewals/ upgrades must be submitted by sending an email to acnupgrades@cpwonlinesolutions.com, with the following information:

- Customer's name
- Customer's phone number
- Mobile provider
- Old tariff
- Desired tariff
- Desired handset
- ACN Representative Team ID

8. What is the duration of a contract period?

The contract duration is 12, 18 or 24 months for postpaid services with handsets, and one month for SIM-only postpaid services.

9. Can a mobile number be ported?

Yes, numbers can be ported to Vodafone and Talk Mobile via the website. Porting to T-Mobile, 3, Orange, O2 or Virgin Mobile can be arranged after the order has been placed.

The customer's current contract must be cancelled before porting is requested. A notice period of 30 days applies when cancelling a contract. A porting out fee does not apply, although if porting is requested within the current contract period the customer will incur a fee.

A porting authorisation code (PAC) is required to port numbers. The PAC code can be obtained by calling the customer's current network provider.

Porting to Vodafone or Talk Mobile

The PAC code must be provided in the **PAC Reference** field when placing an order as numbers cannot be ported after the order has been placed.

Ported numbers will become active approximately 2 working days after receipt of your customer's new phone. Until then the customer will be issued with a temporary number.

Porting to T-Mobile, 3, Orange, O2 or Virgin Mobile

The customer must provide the PAC code to the new provider by calling the following number, in addition to confirming the new number that has been assigned and the number to port:

T-Mobile: 0845 412 5000
3: 0870 733 0333
Orange: 0793 100 150
O2: 0870 241 0202
Virgin Mobile: 0845 60000789

Please note: when porting to 3, the ported number will be utilised for all services except video calls.

Please be aware that because the number has to be released from the customer's current network before it can be connected to the new network, the customer may be without service for up to 1 day. Additional services such as voicemail and text messaging may also take up to 2 days to be enabled once the number has been transferred.

Order and Delivery Process

10. How do customers place orders online?

To take advantage of one of the promoted phones on the landing page the customer should simply click on the required phone.

If the customer is not interested in any of the promoted phones, they can search for the required phone by monthly cost, handset make and model, or network using the drop down search menus at the top of the screen. Alternatively a product category can be selected in the left hand navigation menu.

After selecting a phone the customer can select a calling plan (tariff) from the options displayed or browse the best deals by provider.

After the product selection in the shopping basket has been confirmed, the customer will be prompted to complete the required personal and address details.

If a phone on the Vodafone or Talk Mobile network has been selected, the customer can indicate whether number portability is required.

Please note: porting to T-Mobile, 3, Orange, O2 or Virgin mobile can be arranged after the order has been placed. Refer to Q15 for details.

It is important that your Team ID is entered at the end of the screen. This will ensure you get compensated for each order.

On the next screen the customer's bank and payment details should be completed in addition to the remaining personal details.

Data subscriptions (Mobile Broadband)

To order a data subscription the customer should simply click on **Laptops & Mobile Broadband** in the top navigation menu, then on the required product and follow the process above after the product selection in the shopping basket has been confirmed.

11. Is there anything the customer needs to be aware of when placing an order?

Yes, the customer will automatically receive insurance on the handset free of charge for one month. The customer will need to cancel this insurance to avoid it being extended.

12. Once an order is placed what happens next?

The customer will receive email confirmation of the order.

Subject to a successful credit check, the items ordered will be delivered by Royal Mail. The customer must personally receive and sign for the order.

If the customer is not at home at the time of delivery the order will be sent to the post office. The order can then be collected from the post office without any additional costs.

The customer's new phone will be delivered ready to use.

13. How many products and services can be combined in one order?

Only one product can be included in each order. If multiple products are combined in one order you will only receive compensation on one product.

14. How do I keep track of orders placed?

You can track the status of your orders via your Personal Customer List (PCL) on MyACN for Representatives. Initially each order will appear as **incomplete** on your PCL. The status will change once the customer has passed the credit check.

Please allow up to 48 hours for orders to appear on your PCL.

15. Are there any costs for delivery?

Delivery is free of charge for postpaid mobile services and data subscription. A delivery fee of £5.99 applies to prepaid mobile services.

16. How long will it take for customers to receive their order?

Orders will be delivered within 3-5 working days.

Payment and Billing

17. What payment methods are available for customers?

Payment can be made by debit or credit card with a CV code.

18. For postpaid subscriptions who will send the monthly invoice?

The customer will be invoiced monthly by the selected provider.

Key contacts for further questions

19. If I have a question regarding an order placed, who should I contact?

As a general reference, the following guidelines should help to direct you to the correct source based on the type of question you have:

MyACN for Representatives

- Questions regarding order status (please refer to the Personal Customer List)*
- Questions regarding commissions and qualifications (please refer to the Compensation Plan)

e2save.com (www.acnmobile.co.uk, Tel: 0871 522 3400, for customers only)

- Questions regarding handsets
- Questions regarding subscriptions and rates
- Questions regarding Terms & Conditions
- Questions regarding handsets that require repair
- Questions regarding delays in order processing
- You can track the status of orders by sending

The Selected Mobile Provider (for customers only)

- All questions after your customer has been connected, i.e. regarding the monthly customer invoice, roaming, etc.

* The customer can track the status of their order via the **My Account** link at the top of the screen.

Please note: Representatives should not call e2save with customer related questions and questions on order statuses. Customers should contact e2save directly.