

ACN Mobile in partnership with



Order entry – new customers

PRODUCT – general overview

MOBILE – OFFERED PRODUCTS

Mobile SIM Only – ported numbers

- Intended for residential customers
- Mobile portability
- Contract duration:
 - 12 months (SIM Only)
 - 18 months (SIM Only)
 - 24 months (SIM Only)

IMPORTANT

IBOs will **not** be compensated for:

- ☐ Handset, broadband, tablets, watches & prepaid plans
- ☐ Non-ported customers

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IMPORTANT



General Process Overview

Step 1
Order submission

Step 2
Order validation
and delivery

Step 3
Port-in number
to EE



Step 1 - Order submission

The customer can place the order via the Online Shop of the IBO by selecting the EE Mobile partnership icon. Next, the customer will access the landing page to view the detailed instructions on how to complete the order.

ACN Services Home-Based Business Company IBO Community IBO Tools Contact

United Kingdom Login

Your Essential Services, All In One Place

Providing you with the essential services that you need today to make life easier tomorrow

Home Services

IDSeal GUARDIAN Cyber Security Partnership Enter	IDSeal Guardian Enter	bluegreen energy Energy Partnership Enter
Virgin Media Broadband, TV & Phone Partnership Enter	JOi SIM CARD Services Enter	JOi Mobile Enter
EE Mobile Mobile Partnership Enter	Verisure Home Security Partnership Enter	

EE

UK's biggest and fastest mobile network

Offering great value SIM-only, handsets, and mobile broadband plans

Mobile

Home services

[Order Now](#)



Step 1 - Order submission

IMPORTANT

✗ Don'ts

- Do not, under any circumstances, place an order on behalf of the customer. Orders should always be placed by the customer and they should provide their real contact information.
There are serious consequences for this violation.
- Do not place an order through another discount website, then you will not be able to get credit for it.
- Do not, under any circumstances, contact EE on behalf of the customer.
- Any EE employees or EE indirect sales agents are prohibited from becoming or being recruited to become ACN IBOs.
- Do not, under any circumstances, share any EE related information on Social Media.
- Do not use cold marketing techniques to acquire new customers.
- Do not visit EE retail stores or contact any EE salesperson or sales agents.
- **Do not offer handset to customers, doing so will not count towards your qualifications.**
- **Do not offer EE to new non-ported customers, doing so will not count towards your qualifications.**

If you do not adhere to these rules, you will be subject to compliance procedures including permanent suspension.

✓ Do's

- Always place orders through the EE partnership website accessible via your ACN Online Shop. Failure to do this will result in an untraceable ACN order and therefore cannot be credited to you.
- Remember to ask the customer to clear their web browser's cache and cookies before placing an order via ACN. This will allow it to be tracked as an ACN order. Click [here](#) for instructions on how to clear your browser cache.
- Review the training material thoroughly before contacting any prospective customers.
- The customer must view the order form and always, no matter what, submit their order themselves.
- The customer should always provide their own contact information. EE will contact the customer to keep them informed of their order's progress or request further information, should it be needed.
- Always explain to the customer what will happen after they place their order. For full details, please consult the Order Process Guide by clicking [here](#).
- Always remind the customer that they should not use unauthorised discount codes (such as Unidays, etc.). The use of unauthorised codes will result in a sale that will not be attributed to ACN and therefore you will not be credited for it.
- Check the compensation plan overview for the offers that count toward IBO qualification.

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

Next



Step 1 - Order submission

The customer will be redirected to the next page where he/she is requested to fill in their personal details and the IBO Business ID. Next, the customer will be redirected to the EE Partnership website (Awin) to complete the order. The customer can select some add-ons and extras.



Seller Details

IBO's Business ID*

Customer Details

Name*

Surname*

Postal Code*

City*

Type of Customer*

☒ New (non-EE) customer

☐ Existing EE customer who want to add additional lines.

Privacy Statement

☒ I agree to receive commercial and marketing communications from ACN and third parties, as described in the Privacy Policy. I understand that I may withdraw this consent at any time.

I agree that ACN may disclose my personal data to third parties, including but not limited to credit reference or fraud prevention agencies, ACN affiliates, business partners, as described in the Privacy Policy. I understand that I may withdraw this consent at any time.

Order now

8 Add-ons

Add-onsExtrasCheckoutConfirm

Email me this dealNext

Choose your add-ons

BT Sport and large screen access

- Watch unmissable live and on-demand sports on multiple devices including your TV
- Includes the Premier League, Champions League, UFC, boxing and more
- Reward and watch again with the enhanced BT Sport player
- After the first three months, it's just £7.9 a month (inc. VAT)
- Cancel any time

Free for three months
£15.00 a month after

Free Apple Music with free data

- Six months of Apple Music on us, so long as you have some data allowance remaining
- The music you love, on the move
- Personalised music recommendations from Beats 1
- The data's on us, so long as you have some data allowance remaining
- Cancel any time

Free for six months
£9.99 a month after

MTV Play

- Watch MTV Play free for six months
- Data's on us, so long as you have some data allowance remaining
- Catch exclusives like George the Jonne
- Use on up to 4 devices
- After six months, it's just £3.99 a month (inc. VAT)
- See more

Free for six months
£3.99 a month after

Video Data Pass

- Watch films and TV shows without eating into your data
- Works with Netflix, Amazon Prime Video, BT Sport and more
- You may need a subscription to some of these services - the data's on us
- See more

£8.99 a month

Music Data Pass

- Listen to music without using your data
- Works with Apple Music, Spotify and more
- You may need a subscription to some of these services - the data's on us
- See more

£7.99 a month

Gamer's Data Pass

- Play your favourite games online without draining your data allowance
- Includes games such as Harry Potter: Wizards Unite, Pokémon GO, FIFA Mobile and more
- You'll need some data allowance available to use your Gamer's Data Pass
- See more

£7.99 a month

Roam Further

- Use your minutes, texts and data in more destinations
- No roaming charges in the USA, Australia and more
- See more

£10.00 a month

BT Sport HDR app and BT Sport Large Screen

- Watch live and on-demand sports on your phone or watch all the action on your TV in breathtaking HDR
- Includes Premier League, Champions League, UFC, boxing and more
- Reward and watch again with the enhanced BT Sport player
- After the first three months, it's just £7.9 a month (inc. VAT)
- Cancel any time

Free for three months
£15.00 a month after

Amazon Prime Video

- Watch your favourite TV shows and films on your phone or tablet
- Includes Amazon Originals and exclusives you won't see anywhere else
- Good for your large screen or your games console, casting device or Smart TV
- See more

£5.99 a month

You can manage your chosen extras or add new ones from full range in My EE

Would you like to control your mobile spend?

☒ No cap added

+

Get a gift voucher?

+

Continue shopping

Next

Step 1 - Order submission

The customer can select some add-ons and extras.

To ensure proper tracking of the order, the customer must enter AWACN code in the 'Got a gift voucher' field – as it is shown below. When code is entered the confirmation in green appears and the code is added to the shopping cart. The code should be entered in capital letters (otherwise an error appears).

Add-ons

Choose your add-ons

BT Sport and large screen <ul style="list-style-type: none"> Watch unrivalled live and on-demand sports on multiple devices including: Includes the Premier League, Champions League, UFC, boxing and more. Record and watch again with the enhanced BT Sport player Watch over three months, it's just £79 a month (inc. VAT) Cancel any time See more <p>Free for three months £79.00 a month after</p>	Apple Music <ul style="list-style-type: none"> The music you love, on the move Personalised music recommendations from Beats 1 The details on us, so long as you have some data allowance remaining Cancelled any time See more <p>Free for six months £9.99 a month after</p>
MTV Play <ul style="list-style-type: none"> Watch MTV if they ever live for six months Details on us, so long as you have some data allowance remaining Catch exclusive live coverage Shore Use on up to 10 devices After six months, it's just £3.99 a month See more <p>Free for six months £3.99 a month after</p>	Amazon Prime Video <ul style="list-style-type: none"> Watch TV shows and films on your phone or tablet Includes Amazon Originals and exclusives you can't get anywhere else Cast to your large screen via your games console, leading into our Smart TV It's just £3.99 a month (inc. VAT) See more <p>£3.99 a month</p>
Magic Data Pass <ul style="list-style-type: none"> Listen to music without using your data Works with Apple Music, Spotify, and more You may need a subscription to some of those services - the details on us It's just £7.99 a month (inc. VAT) See more <p>£7.99 a month</p>	Barnes's Data Pass <ul style="list-style-type: none"> Play your favourite games online without draining your data allowance Includes games such as Harry Potter: Wizards Unite, Pokémon GO, FIFA Mobile and more You'll need some data allowance available to use your device's Data Pass (inc. VAT) It's just £7.99 a month (inc. VAT) See more <p>£7.99 a month</p>
Videos Data Pass <ul style="list-style-type: none"> Watch films and TV shows without eating into your data Works with Netflix, Amazon Prime Video, BT Sport, SkyBox and more You may need a subscription to some of these services - the details on us It's just £9.99 a month (inc. VAT) See more <p>£9.99 a month</p>	

Your Basket

£0.00 £20.00
by today. Monthly cost

Your new plan
SMB Plan £20.24 a month

+ Change plan
- Remove package

Pay today	£0.00
Phone call	£0.00
Monthly cost	£20.24
SMB Plan £20.24 a month	£20.24

Total cost (including VAT)

Free delivery	£0.00
Total pay today	Total pay today
Total pay monthly	Total pay monthly

"On every 6th contract the monthly price plan charge will be increased by RPI annually in March. The price increase will be based on your monthly price plan charge excluding any discounts. Other prices, such as call charges and roaming costs, which are set during your period, your first annual RPI increase will take place in March 2021."

You can manage your chosen extras or add new ones from full range in My EE

Would you like to control your mobile spend?

☒ No cap added

Got a gift voucher?

☐ Yes cap added

Would you like to control your mobile spend?

No cap added

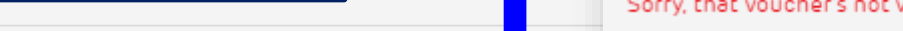
+

Got a gift voucher?

+

< Continue shopping

Next




The screenshot shows the 'Got a gift voucher?' section. A text input field contains 'AWACN|'. A blue arrow points to the 'Apply' button. To the right, a red-bordered box displays the text 'awacn' and a red error message: 'Sorry, that voucher's not valid'.

Got a gift voucher?

Great news! Your discount's been applied

AWACN applied to total

IBOs should not use any unauthorized discount codes (such as of Unidays etc.) otherwise the sale will not be attributed to ACN, and therefore not credited to the ACN

Monthly cost	£20.00
SIM Plan £20 24m	£20.00
 AWACN	£0.00

IBOs should not use any unauthorized discount codes (such as of Unidays etc.) otherwise the sale will not be attributed to ACN, and therefore, not credited to the ACN IBO.

Step 1 - Order submission

The customer must fill in his/her personal details. The fields marked with an asterisk (*) are mandatory. If not filled in an error message appears. In order to port the number PAC must be entered.

Personal Details

Please note that fields marked with an asterisk (*) are mandatory.

YOUR DETAILS

Email address *

Email address

Enter your email address.
We need this to send your order confirmation and let you know when your order is on its way.

Title *

Select

First name *

First name

Middle initial

Middle initial

Last name *

Last name

Date of birth *

DD

MM

YYYY

Contact number *

Contact number

Alternative number

Alternative number

Your Basket

Upfront Monthly



EE Multi SIM

£0.00

SIM Plan 100GB £25.15m
Essential Plan, 100GB data,
unlimited text messages, unlimited
minutes, 18 months plan

£25.00

Delivery

Expected within 2-3 business days

TOTAL COST

(Including VAT)

£0.00

£25.00

Please provide your first middle initial. **Example:** "E" in Mary Elizabeth Jones Smith.

You must be at least 18 to apply for a pay monthly plan.

We need a mobile number to text your estimated delivery date to you. If you don't have a mobile, please give us a UK phone number and we'll do our best to keep you informed.

We can call you on your home or work number if your mobile phone is unavailable.

MOVING TO EE

A PAC allows you to keep your number when you change network providers.

If you don't have one from your old network provider, you'll need to text PAC to 65075. But if you prefer not to keep your old number, you'll need to text STAC to 75075 and we'll cancel your account with your old network provider and give you a new number.

You'll need to make sure your device is unlocked.

Your PAC / STAC

Enter your 9-digit PAC or STAC

Contact number *

07970000000

☐ Tick here if you're an EE Pay As You Go customer and you'd like to keep or move this number

Contact number *

02074072905

A mobile number's easier for delivery updates. If you don't have a mobile we'll do our best to keep you updated.



Step 1 - Order submission

The billing address should match the address on the customer's payment card. If the billing address does not match the delivery address, the billing address details must be provided. At least 3 years address history is required for credit check purpose.

BILLING ADDRESS

Your billing address should match the address on your payment card.

Enter building number or name

Building number or name

Enter postcode *

Postcode

Find Address

If you've lived at your current address for less than three years, we will also need your previous address to complete our credit check.

Don't know the postcode?

Date moved to current address *

MMM

YYY

☐ I want my device or SIM card delivered to a different address to my home address.

Residential status *

Select

☒ I want my device or SIM card delivered to a different address to my home address.

Enter building number or name

Building number or name

Enter postcode *

Postcode

Find Address

Don't know the postcode?

CREDIT CHECK INFORMATION

Employment status *

Select

Date started current employment *

MMM

YYY

Date joined bank *

MMM

YYY

Continue to next step

Select

Select

Live with Parents

Own

Rent

Other

The questions we ask here are important for us to perform a short credit check which will enable us to provide you with the services and devices you have chosen.

Answering these questions as accurately as possible will help us process your order more smoothly and help prevent delays in getting your order to you.

This is important for our security checks - we will treat this with confidentiality and won't share this.

Select

Select

Office-based

Non office-based

Retired

Student

Other



Step 1 - Order submission

Next, the Direct Debit details must be entered. Credit check is done online.

Direct Debit

This is to cover the monthly cost of everything in your basket. We'll take this by Direct Debit on or after the 1st of each month.



[See Direct Debit Guarantee >](#)

Sort code *

 - - 

Please enter the first two digits of your sort code.
This should be 6 digits long and contain no dashes or spaces.

Account number *

Account holder's name *

Continue to next step



Your Basket

Upfront Monthly



EE Multi SIM

£0.00

EE SIM Plan 50GB £27

£27.00

Essential Plan, unlimited minutes,
unlimited text messages, 50GB
data, 12 months plan

Delivery

Expected within 2-3 business days

Flat 42 Longridge House, Falmouth
Road, LONDON, SE1 6QW

TOTAL COST

£0.00 £27.00

[Including VAT]




Step 1 - Order submission

After the order is placed the customer selects the way of how to receive notifications, followed by accepting the **Terms & Conditions**.

EE

SECURE CHECKOUT



Add-ons

Extras

Checkout

Confirm

+ What you will need

> Personal Details

> Direct Debit

> Stay In The Loop

We will send you exclusive offers and the latest deals from us by email and text. Opt-out now by unchecking the boxes below or clicking on the unsubscribe link in any communications we send you.

Keep me in the loop

☐ By Email

☐ By Text

Usage information *

Don't miss out! We'd love to send you personalised deals and offers from EE (including when it's time to upgrade). If you're happy to share information about how you use our products and services tick the box below. You can opt-out any time.

☐ Yes


☒ No

Continue to next step

Your Basket

Upfront

Monthly

 EE Multi SIM

£0.00

SIM Plan 100GB £25 18m

Essential Plan, 100GB data, unlimited text messages, unlimited minutes, 18 months plan

£25.00

Delivery

Expected within 2-3 business days

TOTAL COST

[Including VAT]

£0.00


£25.00

> Terms and Conditions

> Payment Details

EE

SECURE CHECKOUT



Add-ons

Extras

Checkout

Confirm

+ What you will need

> Personal Details

> Direct Debit

> Stay In The Loop

> Terms & Conditions

Please note, your order will not be complete until you submit your payment details in the next step.

- I've read, understood and accepted the **terms & conditions** and **privacy policy**
- The price of my plan and any other monthly costs on my bill will increase each March based on the Retail Price Index.


☒ I agree with the above

Continue to next step

Your Basket

Upfront

Monthly

 EE Multi SIM

£0.00

SIM Plan 100GB £25 18m

Essential Plan, 100GB data, unlimited text messages, unlimited minutes, 18 months plan

£25.00

Delivery

Expected within 2-3 business days

TOTAL COST

[Including VAT]

£0.00

£25.00

TOTAL COST

[Including VAT]

£0.00

£22.00

> Payment Details

Step 1 - Order submission

Payment details: the card details must be registered to the address provided by the customer in the 'Personal details' section. In case of changes, the customer should edit the address details.

+ What you will need

> Personal Details

✓ Edit >

> Direct Debit

✓ Edit >

> Stay In The Loop

✓ Edit >

Terms and Conditions

~ Payment Details

So we can process your order, your payment card must be registered to the address below. If you need to amend this, please edit your address in the 'Personal Details' section (Step 1).

If you're paying with an American Express or Citicard card, we'll need to take £2 from it to check your card and billing details match up. But don't worry, you'll get a refund straight away.

Once you complete these details and hit 'continue', your order will be submitted and we will take payment.

To protect our customers' card payments, EE uses the following schemes: MasterCard and Visa 3D Secure. Verified by Visa and MasterCard SecureCode. You might be prompted to sign in or register your debit or credit card before completing your purchase. This should only take a very short time and helps us keep you safe from fraud.

Billing address

Flat 9
3
Horsgate House
Wellington Road
DEWSBURY
West Yorkshire
WF13 1HF

Type of Card *

Visa

Name on Card *

Mr James A Underwood

Card Number *

[Redacted]

Start Date

MM / YYYY

Expiry Date *

MM / YYYY

Issue Number

Issue Number

Card Security Code *

CONTINUE

Your Basket

	Unit Price	Quantity	Total
EE Mobile SIM	£0.00	1	£0.00
EE SIM Plan 2xGB £20	£22.00	1	£22.00
Financial Plan, unlimited minutes, unlimited text messages, 2xGB data, 12 months plan			
Delivery Expected within 2-3 business days			
TOTAL COST (including VAT)	£0.00		£22.00

3D Secure authorization

ADDED PROTECTION



Verified by
VISA

Authentication Successful

Your transaction has been made.

We may need to send a one time passcode to one of your phone numbers occasionally. If you haven't given us your up to date contact details log onto TSB.co.uk or call the number on the back of your card.

Click the Continue button to continue.

Continue

[Terms & Conditions](#) | [FAQs](#) | [Contact Us](#)



Step 1 - Order submission

Order confirmation page with order summary. The customer is notified that an order confirmation e-mail will be sent, and that SIM card is sent by Royal Mail. 14 days cooling off period begins.



YOUR ORDER

[Add-ons](#)[Extras](#)[Checkout](#)[Confirm](#)

THANKS FOR YOUR ORDER

Order number: xko277253836 Order date: 10.07.19

Hi James

We are processing your order and will let you know when your items will be dispatched.

We will send you

An order confirmation email to: [redacted]@hotmail.com

A delivery update text to: 07[redacted]79

SIM only orders are sent by Royal Mail.

For now, you don't need to do anything. Just watch out for a text with details of your delivery.

[Print this page](#)

Your order summary

1



EE Multi SIM

Essential Plan
Unlimited minutes
Unlimited text messages
25GB data
12 months plan

Use your data in the EU

Pay Today

£0.00

Pay Monthly

£22.00*

1 No cap added

Your order total

We'll send you a text when your order is on it's way.

Total including VAT

Pay Today

£0.00

Pay Monthly

£22.00*

Your details

Name

Mr James

Billing address

[redacted]

Billing information

Name on account: [redacted]

Payment method: [redacted]

Account number and [redacted]

Contact number

07703019179

Delivery address

[redacted]

Payment details

Type of card: [redacted]

Expiry date: [redacted]

Card number: [redacted]

Your marketing preferences

You've opted out of communication via email and text.

You've opted out from us using your usage information for marketing purposes.

If you change your mind at any time, please call EE Customer Services or see our Privacy Policy for details.

Get money for your old device

Don't let your old phone or tablet gather dust in a drawer. You could get money for it with our Recycle & Reward scheme.

[Value my device](#)

Step 1 - Order submission

Order confirmation e-mail:

From: Customer Services Team <noreply@ee.co.uk>
Sent: 10 July 2019 15:40
To: James [REDACTED]
Subject: Successful EE order ref: xko277253836

THANKS FOR YOUR ORDER

Order number: **xko277253836** Order date: **10 Jul 2019**

Hi James

We are processing your order and will let you know when your items will be dispatched.

We will send you a delivery update text to:
07 [REDACTED]

SIM only orders are sent by Royal Mail.

YOUR ORDER SUMMARY

PACKAGE 1 OF 1

EE Multi SIM

EE SIM Plan 25GB £23
Use your data in the EU

Pay Today

£0.00

Pay Monthly

£22.00

No cap added

YOUR ORDER TOTAL

We'll send you a text when your order is on its way.

Total including VAT

Pay Today

£0.00

Pay Monthly

£22.00

YOUR DETAILS

Name

mr James A [REDACTED]

Billing address

[REDACTED]

Billing information

Name on account: Mr James A [REDACTED]

Payment method: direct debit

Account number ending: [REDACTED]

Contact number

[REDACTED]

Delivery address

[REDACTED]

Payment details

Type of card: Visa

Card number ending: [REDACTED]

GET MONEY FOR YOUR OLD DEVICE

Don't let your old phone or tablet gather dust in a

drawer. You could get money for it with our Recycle

& Reward scheme.

[Value my device](#)

Keep track of your order

Ordered a device?

- Look out for an email with a link to track your order.
- You'll get a text when your order's on its way.

Your marketing preferences

You've opted out of communication via email and text.

You've opted out from us using your usage information for marketing purposes. If you change your mind at any time, please call EE Customer Services or see our [Privacy Policy](#) for details.

DELIVERY DETAILS AND RETURNS

Because you ordered online, you get free delivery. If we have accessed your order before 5pm we will try our best to get everything on its way to you within two working days. In the unlikely event that is not possible, we will be sure contact you as soon as possible to keep you in the know.

Orders of SIM only are sent by first class mail. If you placed an order with us more than seven days ago and still have not received your delivery please call **0800 079 0539**.

If an order was placed more than 7 days ago and the customer has not yet received the delivery, he/she should contact the Vendor by calling the number provided in the order confirmation e-mail.

General Process Overview

Step 1
Order submission

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Order validation
and delivery

Step 3
Port-in number
to EE



Step 2 - Order validation & delivery

Visualization of PCL statuses:

EE	PCL
PRE-ACTIVE	Order is pending for validation and activation. However, the customer is counting for qualification. The order needs to be installed within 14 days otherwise the customer will be purged.
ACTIVE	Service is active.
REJECTED	Order has been rejected either by the Customer or by the Vendor.

Validation of the order can take up to 48 hours.

Upon acceptance of the order, EE will inform the customer about the delivery. An SMS will be sent within 48 hours after the order submission.

If the submitted order is not activated **within 14 days**, the order will be purged.

PCL	PCL
REJECTED	The installation date of the order is still not confirmed. There is a pending action for the customer with EE. The order will count again for qualification once the action is taken and order is confirmed by the Vendor.

DELIVERY SIM Only:

Shipping can be delivered to any UK address, when the customer has completed the order.



General Process Overview



Step 1
Order submission

Step 2
Order validation
and delivery

Step 3
Port-in number
to EE

Step 3 - Port-in current number to EE

This process is valid if port-in was not requested during the order submission

In order to switch to the EE number, the customer has to:

➤ **Get their PAC code from the current provider**

As long as the number is still active, the provider is able to generate the PAC code. When the customer gets the code, it will be valid for 30 days.

➤ **Activate their new SIM**

In most cases, the SIM card should be pre-activated. If not, the customer should follow the instructions as received with their SIM pack.

The customer receives a temporary number that comes with the new SIM, that can be used until the ported number is switched to EE.

➤ **Fill out the form to transfer the number** (available in My EE platform = Customer SelfCare Area)

Step 3 - Port-in current number to EE

Port-in timelines

- If the customer request was submitted **before 5.30pm** on a working day, then EE will ensure that the number will be transferred **the following working day**.
- If the customer request was made **after 5.30pm**, during the weekend or on a bank holiday, then the porting request will require **two business days** to be processed.