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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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.

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

EE · ACN®

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.

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).

Would you like to control your mobile spend?
No cap added
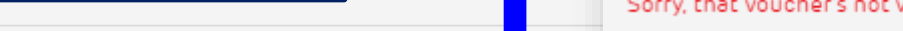
Got a gift voucher?

Continue shopping   Next

Got a gift voucher?

AWACN   Apply

awacn

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 IBO.

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

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.

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.

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.

DIRECT Debit
941284

See Direct Debit Guarantee >

Sort code * [NN] – [NN] – [NN] ⚠️

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 number]

Account holder's name *

[Account holder's name]

Continue to next step

Your Basket

	Upfront	Monthly
EE Multi SIM		£0.00
EE SIM Plan 50GB £27 Essential Plan, unlimited minutes, unlimited text messages, 50GB data, 12 months plan		£27.00

Delivery
Expected within 2-3 business days

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

TOTAL COST [Including VAT]	£0.00	£27.00

EE ACN®

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**.

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.

3D Secure authorization

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.

Step 1 - Order submission

Order confirmation e-mail:

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

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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

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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)

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.