

Thank you for taking the time to complete this survey to help your ACN Independent Business Owner find the best offers for you. ACN is the world's largest direct seller of telecommunications and essential services. ACN is proud to partner with Foodbank. By signing up to an ACN telecommunications service, you will also be helping to create a better tomorrow for a child in need.



Network component for ACN and nbn™ services supplied by Telstra Wholesale. Product and service availability vary based on geographic location. See your IBO's StoreFront for more details.

Customer Information

Name _____ Date _____

Business name _____

Position title _____ Industry _____

How many years has the business been trading? _____ Number of employees _____

Business address _____

Suburb _____ State _____ Postcode _____

Email _____ Phone _____

1. Mobile Services

Current provider _____ How many mobile phone services are on the business account? _____

What is the approximate total monthly bill (incl. all mobile services) \$ _____ What is the contract end date? (if applicable) _____

Does your business currently supply handsets to employees? Yes No

If yes, do all or some employees need new handsets? All some If some, how many? _____

What is the business' preferred mobile phone handset: Android Apple Other No preference

What is most important to the business? Data International Calls Handset Call inclusions

2. Broadband Internet

Current provider _____ What is the approximate monthly spend \$ _____ Is your premise nbn™ ready? Yes No

What type of service does your business currently have? ADSL Naked DSL Mobile Broadband nbn™ Cable Wireless

Monthly data inclusion? _____ Monthly data usage? (approximately) _____ What is the broadband speed? _____

What is the end date of the contract? (if applicable) _____ Would your business like to register their interest for nbn™? Yes No

3. Fixed Line Phone Service

Current provider _____ Primary phone number _____

What is the approximate total monthly spend \$ _____ Bundled with broadband? Yes No If yes, total bill \$ _____

Does your business call internationally? Yes No If yes, to which countries? _____

What is the end date of the contract? (if applicable) _____

4. Mobile Broadband

Current provider _____ What is the approximate total monthly spend \$ _____

What is the monthly data inclusion on the current plan? _____ Are these bundled with mobile phone services? Yes No

Type of mobile broadband your business is interested in: Mobile WiFi Tablet/iPad SIM only None

Does your business currently have/use a tablet/iPad? Yes No If yes, do the tablets/iPads take SIM cards? Yes No

If no, would your business be interested in taking up a tablet/iPad on a plan? Yes No End date of the contract? _____

5. Digital Phone Service

ACN's reliable Digital Phone Service network provides quality, affordable calls for a low monthly fee. ACN's Digital Phone Service offers greater call inclusions when compared to a traditional phone service. This makes call rates more affordable and means you don't have to pay phone line rental. ACN's Digital Phone Service plans offer no lock-in contracts and great value inclusions for Local, National & International calls.

Does your business currently have or ever used Digital Phone Service? Yes No

What types of unlimited calls interest you? Local National International

Are employees required to make international calls? Yes No

If yes, list the International destinations frequently called _____

6. Energy

Current services? Electricity Gas Solar Current Provider(s) _____

Approximately how much is the quarterly bill for the business? Electricity \$ _____ Gas \$ _____

Is the business currently receiving any discounts? Yes No If yes, what are the discounts? Electricity _____% Gas _____%

Is the business locked into a contract? Yes No If yes, what is the end date of the contract? _____

7. Security

Do you currently have Security for your business premises?

Yes - please answer the questions below

No - please answer the questions below

Who is the current service provider? _____

Do you believe your business is as secure as possible? Yes No

What type of services do you currently have?

Tick any of the below boxes which are most important to you:

Wireless Alarm System

Peace of mind

CCTV

Stock security

Not sure

Reduced insurance premiums

Other _____

Remote access / remote monitoring

Approximately how much is the monthly spend \$ _____

Security while closed

What is the end date of the contract? _____

Deter burglary

Would your business be interested in upgrading their current security service? Yes No

Employee safety

Other _____

Would your business be interested in getting a security quote? Yes No

8. Merchant ServicesDo you accept Credit Cards? Yes No I plan toAverage payment size \$ _____ Do you process over \$10,000 per month? Yes No

I accept payments:

- Face to face, in store
- Through my company website
- On the go, mobile
- Manually key entering

Privacy Statement: Your ACN IBO practices permission marketing and warm marketing techniques (In accordance with the Australian and New Zealand Direct Selling Association's Codes of Practice). The personal information collected by this questionnaire and held by your ACN IBO may include your name, address, telephone/mobile numbers and email address, as well as information relating to how you use telecommunications and energy products and services. This information permits your ACN IBO to provide you with information that may be of use to you concerning ACN products and services. Your ACN IBO may use the personal information for the following purposes; providing information relating to ACN telecommunications and energy products and/or services, and contacting you regarding ACN products and services. In addition, your ACN IBO may use your personal information for purposes related to those described above, which comply with the terms and conditions of their ACN IBO agreement and for purposes that would be reasonably expected by you. Please note that your ACN IBO will take all reasonable steps to ensure that the personal information they collect, is accurate, complete, up-to-date, stored in a secure environment and protected from unauthorised access, modification or disclosure.