

Introduction

ACN has partnered with Vivint – a home security retailer in New Zealand.

Who is Vivint?

Vivint is an international security company, established in the U.S. in 1999 and has more than 850,000 customers in 2015. Vivint is one of the largest smart home technology providers in North America. Since inception, Vivint has expanded to service customers across Canada and now also offers home security and home automation to customers in selected regions of New Zealand. Vivint's footprint in New Zealand will expand further in 2016.

Why is ACN partnering with Vivint?

ACN is a strategic partner for Vivint, who have invested heavily in creating a compelling proposition for customers in New Zealand. This creates an opportunity for IBOs to promote a unique home security and automation solution to more potential customers and provides greater choice for your customers.

Vivint – Summary of Benefits

Offers	<ul style="list-style-type: none"> 3-tiered product proposition (Good, Better, Best) 42-month term
Process	<ul style="list-style-type: none"> Customers visit your IBO Direct Storefront or acnpacific.co.nz Customers will be directed to call Vivint on 0508 848 469 (an ACN-dedicated hotline) Customers will be provided with full quote and price information during call to Vivint New Zealand regulatory requirements mandate that an IBO must not promote Vivint Home Security whilst on the prospect's property
Billing	<ul style="list-style-type: none"> Monthly billing Bills sent via e-mail for prompt delivery (and better for the environment)
Availability	<ul style="list-style-type: none"> Auckland, Hamilton, Wellington, Whangarei, Christchurch, Tauranga and Rotorua

Information on Vivint

	Vivint
Small Business Offers	Not currently available via ACN
How to refer customers	Customer to call Vivint dedicated ACN hotline, 0508 848 469. New Zealand regulatory requirements mandate that an IBO must not promote Vivint Home Security whilst on the prospect's property.
Who can apply	Applicant must be a home owner within serviceable areas (Auckland, Hamilton, Wellington, Whangarei, Christchurch, Tauranga and Rotorua)
How to claim a customer	IBO details will be collected during the call to Vivint. IBOs are permitted to be on the call with the customer to provide this information.
What happens after sign-up?	<ul style="list-style-type: none"> Vivint will accept the customer's details over the phone and provide terms and conditions during this call Vivint sends confirmation pack via customer's preferred contact method upon successful processing of application
What to do if customer does not appear in your PCL within 10 days	If customer has not received their e-mail or postal confirmation pack, the IBO should e-mail the details of the missing customer to: ibosupport@acnpacific.com.au
Frequency of PCL updates	5 times per week