

Hi there, it's Anthony, Mobile Product Manager at ACN Pacific and thanks for joining me on this week's podcast. Today I have **some** exciting updates to share with you, including:

1. Current Vodafone Offers and Bonuses
2. Online Web Store Improvements
3. Update on the Qantas points promotion

1. Offers and bonuses in market

There are still lots of great offers and bonuses available to share with your customers, such as

- The waiver of the Early Termination Fee and Equipment Payment Plan for existing ACN Mobile plans switching to Vodafone contract plans - this **ends 30 April 2016**. This is great news as it can save some of your customers up to **\$xx**
- Bonus data up to 6GB on eligible Red Mobile and Mobile Broadband plans - **ends 3 May 2016**.
- For your customers with friends and family overseas, there are bonus international minutes on selected plans. The International call inclusion has increased from 240 minutes to an incredible 300 minutes on:
 - Red or Red Business 24 month plans of \$80 & above
 - Red or Red Business 24 month SIM Only plans of \$45 or above
 - make sure you tell your customers that the **300 minutes is not currently displayed on the website or when they check out, but the customer will see this on their first bill and in their Vodafone MyAccount**.
- The Vodafone 1GB/month bonus offer for online sign up is still valid until the 7 June for:
 - Red Plans of \$60 & above
 - SIM Only plans \$38 & above
 - this is in addition to the 1GB ACN exclusive bonus which ends 30 June
- Your business customers can still get 2 months free access fees until **30 June 2016**

- Don't forget there's still the hugely popular iPhone 5s offer where the device is \$0 on the \$40 Red plan

2. Improving online sign ups

- As announced at the International Event, customers can now sign up for up to 10 services online via a new Business form.
 - remember that this form is to be used for all non-sole trader business orders.
 - And businesses with an Australian Company Number won't be able to order via the regular Vodafone website.
 - The only way for these customers to order is to go through the Business Order Web form.
 - And remember, if ordering Sim-Only plans through the Business form, you will need to select 'No Device' when it asks you to select a phone.
- We've also greatly improved the process for existing Vodafone customers who are upgrading via ACN.
 - These customers can now perform the upgrade online and no longer need to call the ACN Vodafone line.
 - That means that your customers don't have to wait for an available agent over the phone, and you can simply direct them to sign up via your webstore.
 - Once your customers have selected their plan and device, and clicked the checkout button they should select the "Upgrade" button in the "Already with us" section
 - Enter the mobile number of the existing Vodafone service they wish to upgrade. They will then need to Click on the "Get code by TXT", retrieve the code from their service and enter it online.
 - On the top right of the screen, your customers will see a message that says they are exploring upgrades

3. The great news is that all Vodafone orders types can now be processed via your online store!

4. Qantas Frequent Flyer Competition

- The Vodafone ACN Qantas Frequent Flyer Competition has now ended.
 - Just remember, there's no need to panic if customers who signed up late last week are not yet showing up in your PCL.
 - The competition takes into account all new Vodafone customers signed up right until 11:59 on Friday 15th of April.
 - As long as the service is activated on or before the 29th of April these customers will still be eligible and count towards your final points tally for the competition.
 - However any customers who leave before the 29th of April won't contribute to your PCL.
 - If by Friday 22nd of April, you haven't seen all your customers flow through into your PCL all you need to do is fill out a missing customer form in your back office.
 - We'll be doing final counts on the 29th of April and will be contacting all the leaderboard winners as well as second chance draw winners.

To recap:

1. We've got loads of amazing offers currently available with bonus data bonus international calls, and price discounts available on selected plans.
2. We've also recently had the Business customer promotion of first 2 months Access free for Business customers extended until 30th of June
3. We've been improving our online sign up process and we now have a online form for non-sole trader business customers and for those with more than 5 services.
4. We've also launched online upgrades for existing Vodafone customers so they no longer have to call through to sign up.
5. Lastly sit tight as well be announcing the winners of the Vodafone Qantas Points competition in the coming weeks once we've tallied all new customer points up!

That's all for today's podcast. Join us again next week for all the latest news and Vodafone updates!