

Thank you for taking the time to complete this quick 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, Australia's largest hunger relief organisation. By signing up to an ACN telecommunications service, you will also be helping to create a better tomorrow for a child in need.



Customer Information

Name _____ Date _____
 Residential address _____
 Suburb _____ State _____ Postcode _____
 Email _____ Phone (mob) _____
 Do you currently receive your bills electronically? ☐ Yes ☐ No If no, would you like to? ☐ Yes ☐ No

1. Mobile Services

Current provider _____ How many mobile phone services are in your household? _____
 Monthly bill is approximately \$ _____ What is the end date of your contract? (if applicable) _____
 What type of mobile contract term interests you: ☐ Month-to-month ☐ 12 month contract ☐ 24 month contract ☐ Not sure
 Do you need a new handset? ☐ Yes ☐ No
 What is your preferred mobile phone handset: ☐ Android ☐ Apple ☐ Other ☐ No preference
 What is the data inclusion on your current plan? _____ Is this sufficient? ☐ Yes ☐ No
 Do you call Internationally / would you be interested in International call inclusions? ☐ Yes ☐ No

2. Broadband Internet

Current provider _____ Monthly bill is approximately \$ _____
 Monthly data usage is approximately _____ Is this sufficient? ☐ Yes ☐ No
 Type of service you currently have? ☐ ADSL ☐ Naked DSL ☐ Mobile Broadband ☐ nbn™ ☐ Cable ☐ Wireless
 What is the end date of your contract? (if applicable) _____ I would like to register my interest for nbn™ ☐

3. Fixed Line Phone Service

Current provider _____ Primary phone number _____
 Monthly bill is approximately \$ _____ Bundled with broadband? ☐ Yes ☐ No If yes, total bill \$ _____
 What is the end date of your contract? (if applicable) _____
 Do you make International calls? ☐ Yes ☐ No If yes, to which countries? _____

4. Mobile Broadband

Current provider _____ Monthly bill is approximately \$ _____

What is the data inclusion on your current plan? _____ What is the end date of your contract? (if applicable) _____

Type of mobile broadband I am interested in: ☐ Mobile WiFi ☐ Tablet/iPad ☐ SIM only

Do you currently have a tablet/iPad? ☐ Yes ☐ No If yes, does your tablet/iPad take a SIM card? ☐ Yes ☐ No

If no, would you be interested in taking up a new tablet/iPad on a plan? ☐ Yes ☐ No

5. VoIP (Voice over Internet Protocol)

ACN's reliable Voice over Internet Protocol (VoIP) network provides quality, affordable calls for a low monthly fee. VoIP offers greater call inclusions when compared to a traditional phone service, as it converts audio signals from your speech into digital data, which then travels via high speed Internet connection to its destination. This makes call rates more affordable and means you don't have to pay phone line rental. ACN's VoIP plans offer no lock-in contracts and great value inclusions for Local, National & International calls.

Do you currently or have you ever used VoIP? ☐ Yes ☐ No

What types of unlimited calls interest you? ☐ Local ☐ National ☐ International

Do you make international calls? ☐ Yes ☐ No List the International destinations you frequently call _____

6. Energy

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

How much is your current quarterly bill? Electricity \$ _____ Gas \$ _____

Are you currently receiving any discounts? ☐ Yes ☐ No If yes, what is your discount? Electricity _____% Gas _____%

Are you locked into a contract? ☐ Yes ☐ No If yes, what is the end date of your contract? _____

7. Home Security

Do you currently have Home Security?

☐ Yes - please answer below questions

Who is your current service provider? _____

What type of services do you currently have?

☐ Monitored System

☐ Home Automation

☐ Not sure

☐ Other _____

Monthly bill is approximately \$ _____

What is the end date of your contract? _____

Would you be interested in upgrading your current security service?

☐ Yes ☐ No

☐ No - please answer below questions

Do you believe your home is as secure as possible? ☐ Yes ☐ No

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

☐ Peace of mind

☐ Safety of children

☐ Reduced insurance premiums

☐ Remote access / remote monitoring

☐ Security while travelling

☐ Deter burglary

☐ Other _____

Would you be interested in getting a home security quote?

☐ Yes ☐ No

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.