

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 _____
 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 \$ _____ Is your address nbn™ ready? Yes No
 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. 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, 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 Digital Phone Service plans offer a short 6 month contract and great value inclusions for Local, National & International calls.

Do you currently or have you ever used a Digital Phone Service? 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

<p>Do you currently have Home Security?</p> <p><input type="checkbox"/> Yes - please answer below questions</p> <p>Who is your current service provider? _____</p> <p>What type of services do you currently have?</p> <p><input type="checkbox"/> Monitored System</p> <p><input type="checkbox"/> Home Automation</p> <p><input type="checkbox"/> Not sure</p> <p><input type="checkbox"/> Other _____</p> <p>Monthly bill is approximately \$ _____</p> <p>What is the end date of your contract? _____</p> <p>Would you be interested in upgrading your current security service?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> No - please answer below questions</p> <p>Do you believe your home is as secure as possible? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Tick any of the below boxes which are most important to you:</p> <p><input type="checkbox"/> Peace of mind</p> <p><input type="checkbox"/> Safety of children</p> <p><input type="checkbox"/> Reduced insurance premiums</p> <p><input type="checkbox"/> Remote access / remote monitoring</p> <p><input type="checkbox"/> Security while travelling</p> <p><input type="checkbox"/> Deter burglary</p> <p><input type="checkbox"/> Other _____</p> <p>Would you be interested in getting a home security quote?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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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.