

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

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

## 2. Broadband

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. Business Phone Service

Current provider \_\_\_\_\_ Primary phone number \_\_\_\_\_

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

What is the end date of the contract? (if applicable) \_\_\_\_\_ Does your business currently use a PABX system?  Yes  No

How many phones? \_\_\_\_\_ Do you have a Fax?  Yes  No

What type of unlimited calls interest you?  Local  National  International  Mobile  SMS from computer

### 4. 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? \_\_\_\_\_

### 5. Security

Do you currently have a Security System for your business premises?

Yes - please answer the questions below

No - please answer the questions below

Who is the current service provider? \_\_\_\_\_

What type of services do you currently have?

Wireless Alarm System

CCTV

Not sure

Other \_\_\_\_\_

Approximately how much is the monthly spend \$ \_\_\_\_\_

What is the end date of the contract? \_\_\_\_\_

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

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

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

Peace of mind

Stock security

Reduced insurance premiums

Remote access / remote monitoring

Security while closed

Deter burglary

Employee safety

Other \_\_\_\_\_

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

### 6. Payment Processing

Do you accept Credit Cards?  Yes  No  I plan to

Average 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.