

Completing the Customer Authorisation Form (CAF)

Fixed-line Service

Complete the CAF clearly in CAPITAL letters so the details are legible and the application can be processed without any unnecessary delays.

The CAF must be completed in full. Incomplete CAFs will NOT count towards your qualifications and will cause delays in getting your customers connected.

On completion of the CAF you must tear-off and leave the Pink sheet, Direct Debit Service Agreement and Cancellation Notices with the customer, you will need the white copy in order to complete data entry and fax to ACN.

If you have downloaded a CAF online you must leave a signed copy with the customer along with the Direct Debit Service Agreement and Cancellation Notices. Please make a second signed copy for yourself in order to complete data entry and fax to ACN.

ACN Representative Details

To ensure the CAF counts towards your qualifications, you must sign this section of the CAF to validate your Team ID.

You must verify your customer's ID. This can be done by checking the customer's passport or driver's license.

Customer Details

This section is for customers to record their personal details and address, which is the address that the telephone numbers are registered to. This address must be a street address and cannot be a post office box.

This address will be the customer's billing address unless otherwise stated in the Billing Details section of the CAF. The address details must match the details on the customer's current telephone bill or bank statement.

The customer must indicate whether he/she has permanent residency in Australia.

ACN Service Details

This section of the CAF is used to record the telephone numbers that the customer would like to connect to ACN's fixed-line service. Space has been given for 3 standard telephone lines.

From May 20, 2005, customers will need to indicate which plan it is that they have selected – either the ACN-2-ACN Friends Plan or the ACN Value Plan.

For customers using the paper-based (triplicate version) CAF, they will need to (manually) write their selected plan – either the 'ACN Value Plan' or the 'ACN-2-ACN Friends Plan' - in this section of the CAF.

The customer can opt to subscribe to ACN's International Bonus Option by ticking the box. This option offers half price international minutes and is available for a nominal monthly charge. Refer to www.acnaustralia.com.au.



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Billing Details

The customer can choose to receive invoices by email or post by ticking the appropriate box. A nominal charge refers to invoices sent by post. Refer to www.acnaustralia.com.au for details.

If the customer would like invoices to be sent to a different address than the address stated in the Customer Details section, please enter the required address details here. These fields must be completed regardless of whether the customer has selected email as the preferred method of invoice delivery.

Direct Debit Request

Customers who wish to pay their invoice automatically every month can arrange to do this with one of the automatic payment methods stated here.

A separate customer signature is required for either option.

The customer must be advised to read ACN's **Direct Debit Service Agreement**.

Authorisation to Transfer Service

This section of the CAF contains the customer's authorisation for ACN to transfer the service. The customer must sign and date this section after reading the **Summary of ACN's Standard Form of Agreement**.

Sending the CAF to ACN

If you have entered the customer's details online and have an online application reference number, fax this form to **1300 769 088**.

Please ensure the online application reference number (6 digits) is clearly stated in the box provided at the top of the CAF.

Entering the customer's details online benefits both you and your customer. It ensures your customer gets connected faster, which means you qualify faster!

If you did not enter this form online, either fax this form to **1300 880 609** or post it to:

ACN Pty Ltd.
Reply Paid 80069
North Sydney NSW 2059.