



CHECKLIST FOR FILLING IN CAFs

Download all forms from www.acn.co.nz

Forms are only available AFTER you go to MYACN, enter your REP ID # and PASSWORD and click on New Zealand Products and Services.

Please note there are two different forms. One of RESIDENTIAL lines, and one for SMALL BUSINESS lines.

Be sure you have the appropriate form and that you have reviewed the Toll Calling Service Plan(s) with the customer.

Use this handy list to be sure you have completed ALL the necessary steps so that your customers get connected without delays.

- All items on the CAF have been completed using dark ink and clear, capital letters.
(Use the "Completing the CAF" forms to help you complete each CAF and the "FAQ" documents to help you answer customer questions).
- My REP ID # and signature is clear.
- If used, I have read the Direct Debit Service Agreement and understand it and have directed the customer's attention to it.
- I have read the ACN Standard Form of Agreement and have asked my customer do the same.
- I have verified my Customer's ID and I checked to be sure my customer is the authorised person for the phone lines (Person who owns the service must be the one who signs CAF).
- Customer has signed the CAF at the bottom.
- All phone numbers which will be on ACN Fixed Line Service are clearly listed on the form.
- I have prepared my customer for the win-back call from their prior company (this will happen within one week of submitting the CAF).
- I have sent my customer a hand-written Thank You note within 24 hours of collecting the CAF, including my "reason why".
- I have checked my Customer Report on MyACN. If there are any problems, resolve them within 48 hours. Enlist ACN's assistance, if necessary, at 0508 226 002.

Option A

- I enrolled my customer ONLINE through the Customer Sign up Portal on MYACN
- I have noted the ONLINE Application # and entered it on the CAF.
- I FAXED the completed CAF to 0508 226 004.

or Option B

- I did NOT enroll my customer ONLINE.
- I FAXED the completed CAF to 0508 226 001.