



ACN & Carrier Pre-Selection

1. **Does ACN offer its services to businesses as well as to residential customers?**
Currently ACN does not offer a commercial product to business customers. However, many small businesses are customers of ACN. ACN can service analogue lines and ISDN-2. However, ACN can not service ISDN-30.
2. **What is Carrier Pre-Selection (CPS)?**
Customers can choose an alternative service provider to Telekom Austria without having to change their telephone number, dial an access code (prefix number) or plug in a box. This is called 'Carrier Pre-Selection' (CPS). It means that all calls will be routed via ACN and will be charged at ACN's favourable rates (certain service numbers will still be routed via Telekom Austria).
3. **What are the advantages of being a Carrier Pre-Select (CPS) customer with ACN?**
With CPS, customers can take advantage of our competitive rates for ALL their calls, as they will be automatically connected to ACN's telephone service without the inconvenience of having to dial a prefix or rely on auto dialing before each call they make.
4. **Which calls will be automatically routed via ACN when I am Carrier Pre-Selected (CPS)?**
All local calls, national calls, fixed to mobile calls, calls to pager numbers (0666 or 0669) or personal numbers (0710 or 0711), calls into private networks (050, 0517, 057, 059) and all international calls.
5. **Which type of calls will still be routed/charged via Telekom Austria when I am Carrier Pre-Selected (CPS) with ACN?**
These calls are routed via Telekom Austria and will appear on your invoice from Telekom Austria: connections to the internet, to numbers starting with 0718, calls to free service numbers 0800, calls to service numbers starting with 0810, 0820, 0900 and 0930 and a number of emergency codes.
6. **Can I apply for Carrier Pre-Selection if I have more than one telephone number?**
Yes. If you have more than one analogue telephone number on the same Telekom Austria account you only need to complete and sign one TSA (Telephone Service Agreement) or online order. If you have more than one Telekom Austria account you will need to complete and sign separate TSAs or submit separate online orders per Telekom Austria account number.
7. **Can I pre-select my ISDN line?**
ACN supports ISDN 2 (ISDN 30 is not supported). On the Telephone Service Agreement or online order portal enter the main numbers and ALL the underlying numbers to ensure they will also be connected with ACN.
8. **Will my internet connection be affected in case I call via ACN?**
ACN is not offering internet services, yet. In case you connect to your internet provider via a number starting with 0800 (freephone) or 0718 (Online) nothing will change. These connections will not be routed via ACN. In case you connect to your provider via a 'normal' lokal or national number these calls will be routed via ACN. In this case you pay the rates of ACN. If you connect to your provider via a call-by-call number the calls will be routed via the call-by-call provider, not via ACN.

9. **Can I phone via ACN using a phone from Telekom Austria that has a fee display?**
Yes, if the phone is registered in your name. However ACN cannot provide the pulse for the display, so that this function of the phone wouldn't work.
10. **Can a PDG be pre-selected with ACN?**
No, presently no PDG can be connected via ACN.
11. **Can Alarm systems be pre-selected with ACN?**
ACN does not support Alarm systems and therefore numbers that are connected to Alarms cannot be CPSed.
12. **Can I use the internet access via another provider?**
If you want to use another telephone provider for you internet access, just dial his prefix when using you access number.
13. **Will I be bound to a fixed term contract?**
No, your contract is not binding you to ACN and you are free to cancel anytime.
14. **Who should be contacted in the event of a line fault or service problem?**
If only incoming calls are affected or if there's no dial tone, the problem might be with the line. In such cases Telekom Austria is responsible, please contact Telekom Austria first. In case outgoing calls are affected please call the ACN customer service and tell us time and number your problem occurred.

Getting Connected with ACN

15. **How can I become an ACN customer?**
Simply complete the TSA (Telephone Service Agreement) together with an ACN Independent Representative. The representative will send the agreement to ACN.
- It is also possible to place an order online via ACN's online order portal available on the ACN Representative's Online Shop or www.myacn.eu. Simply select "Fixed Line" and click on the "Order Now" button.
- Please note:** You will need to enter the Team ID of your ACN Independent Representative at the start of the ordering process.
16. **Can I apply for ACN's services if I do not know an Independent Representative?**
Yes, you can place an order via ACN's online order portal available on www.myacn.eu.
17. **Can governmental offices or public institutions apply for ACN's services?**
No, ACN cannot accept governmental offices and public institutions as customers. The reason is that ACN are unable to provide the customer support required for large companies and it is also difficult to confirm that the person signing the Telephone Service Agreement (TSA) on behalf of a government agency or public institution has the authority to do so.
18. **What kind of contract do I need to have with Telekom Austria if I want to call via ACN?**
Any kind of contract with Telekom Austria is possible. We recommend you take a contract with a low monthly rate.
19. **Is it possible to connect more than one telephone line with ACN?**
Yes. Please ensure that all the telephone numbers you would like to be pre-selected to ACN's service are written on the Telephone Service Agreement or online order portal.
20. **How will I know when I am Carrier Pre-Selected (CPS) with ACN?**

You will receive a confirmation letter from ACN and a farewell letter from Telekom Austria when your Carrier Pre-Selection is confirmed.

21. Do I have to be a customer of Telekom Austria in order to become customer of ACN?

Yes, the details stated on the invoice of Telekom Austria have to be the same as on your TSA.

Billing & Payment

22. Will I still receive an invoice from Telekom Austria now that I am pre-selected with ACN?

Yes, you will still receive an invoice from Telekom Austria with the monthly fee and all other connections that are still connected via Telekom Austria, i. e. connections with internet providers. Our tip: choose for the calling plan with the lowest monthly fee at Telekom Austria (i. e. the Minimum-Tariff), then you will save the most.

23. How often will I receive an invoice from ACN?

You will receive your invoice once per month.

24. Which payment methods can I use to pay my ACN invoice?

Direct Debit is the most convenient way of paying all invoices. This payment method also guarantees your invoices are paid on time so that you will never be charged late payments fees. The monthly amount due will be taken directly from your account on the due date stated on the invoice.

To pay by Direct Debit simply complete the Direct Debit form and return it to ACN. The form is enclosed with your welcome letter or can be downloaded from our website. Alternatively, a Giro slip (Erlagschein) is enclosed with your invoice to enable you to make your payment, or you can make payment by bank transfer.

25. I am subscribed to the ACN Friends & Family calling plan. Exactly which calls are free of charge?

In order for the call to qualify as an ACN Friends & Family call (at no per minute charge) the person called has to be an active ACN Fixed Line customer. It does not matter which calling plan the person called is using. An active ACN Fixed Line customer is defined as having placed at least one call using the ACN Fixed Line service during the last 30 days. Calls to data lines (internet, VPN), calls to mobile phones, calls to special services and international calls do not qualify as ACN Friends & Family calls but are charged according to our standard listed rates.

Your ACN Account

26. How do I change my personal account details?

Changes concerning your address details and calling plans can be made online via the Customer Contact form available on the Support page of www.myacn.eu. For changes relating to your telephone number, (family) name or the account owner, simply print the appropriate form available in that section of our website and submit it to ACN to request the change.

27. How do I request an address change?

The request for a service address change needs to be done via your Line Rental provider. Once the change has been processed by your Line Rental provider, you are required to inform ACN about the change. This can be done via the Customer Contact form on our website as well.