



ACN Broadband

1. Is there a separate TSA to sign customers for broadband service?

No, there is a new combined TSA for ACN's CPS and broadband services, which both existing customers and new customers must complete.

2. If I have a customer already pre-selected to ACN, does my customer have to complete the new combined TSA to sign-up for broadband?

Yes.

3. Can I sign up a customer for Carrier Pre-Selection only (without broadband service)?

Yes. If the customer does not want ACN's broadband service then Section 6 on the TSA should not be completed.

4. Can I sign up a customer for broadband service only (without Carrier Pre-Selection)?

No. New customers can be signed for CPS only or both CPS and broadband. Existing customers already pre-selected to ACN can be offered broadband service in addition to their existing service.

5. Where can I get the new combined TSA from?

The combined TSA is available to order from ACN's WebShop or by completing and submitting the Sales Order form on MyACN. The TSA can also be downloaded from MyACN.

6. How do I know that ACN's broadband service will be possible at my customer's address?

You can check the availability of ACN's broadband service for your customer via the ADSL Availability Check tool on the ADSL product page of www.acneuro.com. This will also confirm which transmission speeds your customer can select from. You should do this before you sign-up your customer to avoid any disappointment.

7. If my customer currently has ADSL with another provider, can ACN's broadband service be applied for?

Yes, if your customer's remaining contract period with the current provider does not exceed 120 days, ACN's broadband service can be applied for. Please note that ACN's broadband service will, however, not be activated until the end of the current contract period. Your customer should enter the end date of the current contract period on the TSA (Section 6).

Please note that in the case of an existing broadband connection, the costs for the Starter Kit may differ. Please refer to our price list for details.

8. Can ACN's broadband service be activated on my customer's ISDN line?

Yes, ACN's broadband service can be activated on ISDN (MultiLINE) lines, however, your customer should request activation on the main ISDN number to avoid any unnecessary delays.

You should, therefore, check with your customer whether the telephone number entered on the TSA is the main ISDN number registered with Swisscom. Your customer should contact Swisscom if there is any

uncertainty. The main ISDN number must be pre-selected with ACN in order for the broadband service to be provided.

It has occurred that underlying ISDN numbers have been pre-selected to ACN's telephone service but not the main ISDN number. In these rare cases, if you do not check whether the number on the TSA is the main ISDN number, ACN's Broadband service will be sent for activation on the main number but be rejected as the main number is not pre-selected with ACN.

9. How long will it take for my customer to get broadband service?

The application process and activation will occur within approximately 10-15 working days after the customer details are entered into the system, however, the process to get your customer connected may take up to 30 days for customers who sign-up in the month following launch.

If the customer has a contract period with a current broadband service provider that does not exceed 120 days after the date the customer signs the TSA, ACN will strive to activate ADSL on the customer's line on the date the contract ends. ACN can, however, not guarantee that there will not be a service outage during this migration.

10. Is there a binding period for broadband service?

Yes, the binding contract period is 12 months.

11. How do broadband customers count towards qualifications?

The broadband service is treated as a new service for qualification purposes, for example, one individual signed up for broadband and CPS will count as 3 customer points.

12. How will a customer with both broadband and CPS services count towards the Phone Customer Bonus Promotion?

For the purposes of the Phone Customer Bonus Promotion, a customer with bundled CPS and broadband services will count as **three customer points**. Customers who only have CPS service will continue to count as two customer points for this promotion.

13. If I sign up a broadband customer who is already an ACN CPS customer acquired by another representative, how will this customer count towards my qualification and commission?

This customer will count as one (broadband) customer point towards your qualification, and will continue counting as a CPS customer point of the original representative.

You will be receiving commissions on this customer from the revenue generated from the broadband service, and the original representative will continue to get commission from customer's usage of the Carrier Pre-Selection service.

14. How are commissions calculated on the broadband service?

Revenue generated from broadband service is 50% commissionable. This means that a standard compensation plan commission schedule will be applied to the 50% of commissionable revenue generated by a broadband customer.

For purposes of calculating the billing volume of personal customers, ACN will use the total amount of commissionable revenue generated by broadband customers.