



ACN Mobile – Frequently Asked Questions (FAQs)

General

1. Can I choose my own new number?

No. Applications for new numbers will be assigned a number, unless you port a number to ACN from another operator.

2. Are ACN-2-ACN calls available?

Yes, these calls are available with all the ACN Mobile calling plans.

3. Does ACN offer handsets?

No, ACN offers a SIM-only mobile product. You can use any unlocked GSM handset (dual-, tri- or quad-band) capable of operating in the standard GSM 1800 frequency range. Some older handsets may only operate in the 900 frequency range and therefore will not work with ACN's mobile service in Denmark.

4. How long is the contract period?

The contract period is a minimum of 6 months with automatic extension of one month if not cancelled.

5. How long will the provisioning process take?

Provisioning for ACN's Mobile service will take approximately 5 days for applications for new numbers. Porting requests can take up to one month.

6. How can I check if my mobile phone is SIM locked?

Simply insert a SIM card from a different network operator than the one currently being used into the phone. If the phone works it is unlocked. If the phone is locked please contact the provider of your mobile phone.

7. If my phone is SIM-locked, can I still use ACN's mobile service?

Yes. If you have a locked handset from your current provider, you can request the unlock code, however, you may be charged if this is requested within 6 months. You can then unlock your phone and use it with an ACN SIM card.

8. Can I use my mobile phone abroad?

Yes, with roaming ACN's mobile subscriptions will work outside of Denmark, wherever Telia has a roaming agreement.

9. Can I roam with an ACN Mobile subscription?

Yes. With an ACN Mobile subscription you are automatically provisioned for roaming outside of Denmark. Coverage is based on Telia's international roaming agreements. GPRS roaming is only available on selected networks in selected countries. For more information click here ([link to Roaming](#)).

10. Where can I find my PIN and PUK codes?

You will receive your PIN and PUK codes in your ACN welcome letter or welcome email. If you have lost your PUK code simply contact ACN's Customer Service department ([link](#)).

11. What should I do if my SIM card is lost or stolen?

You should immediately report it to ACN by contacting our Customer Service department ([link](#)). You can call the same number outside of our opening hours to report this. Your subscription will then be blocked to



prevent unauthorised use. You can also block your subscription via DitACN Mobile ([link](#)).

12. Can I make the same changes by calling ACN's Customer Service department as I can online via DitACN Mobile?

All the changes that do not require a signature can be made by calling ACN's Customer Service department ([link](#)).

13. Is there a charge to switch calling plans?

No. Changes will be effected immediately and the MRC and usage calculated accordingly. For SMS bundles, however, any changes will take place from the 1st of the following month. Only one activation, deactivation, upgrade or downgrade request can be made in each calendar month.

14. I have cancelled my mobile agreement with ACN. How long after cancellation can I access DitACN Mobile?

You can access and view information for up to 4 months following cancellation, however, changes can no longer be made.

15. Are the unused SMS and GPRS data volumes transferable to the following month?

No. Unused SMS or GPRS data volumes cannot be transferred.

ACN Voicemail

16. Does ACN offer a voicemail service?

Yes, ACN Voicemail is available with all of our calling plans and contains extensive user functionality to ensure you won't miss a thing!

17. How can I access voicemail?

Simply dial 28184000 from your mobile phone at anytime to listen to and manage your messages.

18. Can I access voicemail from a phone other than my own?

To reach your voicemail from another phone (fixed or mobile) dial your own mobile number. Interrupt the greeting phrase by entering '*' and then enter your voicemail PIN code. You will then be able to hear your messages.

19. Can I access voicemail from another country?

Yes. When outside of Denmark the voicemail dial in number is +45 28184000. Normal roaming charges will apply and you will only be able to reach your voicemail from your own mobile phone. You will need your voicemail PIN code to access your mailbox from another country. Please note, however, that this number may not work on selected networks. For more information click [here](#) ([link to Voicemail](#)).

20. What is the cost to listen to my voicemail messages?

ACN's voicemail service is charged at the ACN-2-ACN rate for your calling plan when retrieving messages with your own phone within Denmark. Roaming charges apply when retrieving voicemail from another country.

Billing & Payment Methods

21. What payment methods does ACN offer?

ACN offers payment by PBS or bank giro. Charges will apply to payments made by bank giro.



22.Can I have a billing address outside of Denmark?

No. To enjoy the benefits of ACN's mobile service, you must have both a registered and billing address in Denmark.

Number Portability

23.Can I keep my existing mobile number?

Yes, ACN supports Number Porting, which will allow you to keep your existing mobile number, subject to the termination of your contract with your current provider. It is possible to transfer both pre-paid and post-paid mobile numbers to ACN.

24.How does the number porting process work?

In order to be able to port your current mobile phone number to ACN, you will need to complete an MTA and a Number Porting Agreement (NPA) together with your ACN representative. You should not cancel your subscription with the current provider as ACN can only port your number if it is still active. ACN will make sure your subscription is cancelled on the date of the porting.

Once your current provider approves the porting request you will receive a confirmation letter from ACN stating the expected porting date. In general, this will be 2 to 3 weeks after ACN has received the request to port your number. Closer to the porting date, you will receive a Welcome Letter and SIM card. You will always receive your new SIM card before the porting date.

On the porting date, replace your old SIM card with your new ACN Mobile SIM card. The new SIM card will become active during the day of porting.

Please note that numbers can only be transferred if the subscription is still active and in your own name.

25.Can I transfer my ACN number to another service provider?

Yes, however, a porting-out fee may be charged.

26.How long does it take to transfer my number to ACN?

The length of the porting process depends on the binding contract period you have with your current operator. Number portability can only occur when a binding period has ended and the average timeframe for this process is up to 45 days.