



## Fixed Line FAQs

### ACN & Carrier Pre-Selection

1. **Does ACN offer its services to businesses as well as to residential customers?**  
Currently ACN does not offer a special product to business customers. However, many small businesses are customers of ACN. ACN can service analogue and ISDN lines.
2. **What is Carrier Pre-Selection (CPS)?**  
Customers can choose an alternative service provider to Movistar 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 extremely competitive rates. (Certain service numbers will still be routed via Movistar).
3. **What are the advantages of being a Carrier Pre-Select (CPS) customer with ACN?**  
As a CPS customer, you can take advantage of our competitive rates for ALL your calls, as you will be automatically connected to ACN's telephone service without the inconvenience of having to dial a prefix or rely on auto dialling before each call you make.
4. **Which calls are routed via ACN?**  
Calls to fixed lines in Spain, calls to mobile phones and calls to international destinations will be connected and charged by ACN.
5. **Can I Carrier Pre-Select (CPS) with ACN if I have a Cable line?**  
No. Only Movistar customers can CPS with ACN.
6. **Can I Carrier Pre-Select (CPS) with ACN if I have ADSL with Movistar?**  
Yes. All standard telephone calls made using your ADSL line will be connected and charged by ACN. Your Internet Service provider will still charge you for Internet access.  
  
Please note: The above does not apply to customers that have ACN Line Rental.
7. **If I have 2 telephone numbers on my Movistar account can I choose to Carrier Pre-Select (CPS) one of these lines only?**  
Yes. If you have a normal analogue line you can choose which telephone numbers you wish to have CPS'ed with ACN. Please ensure you enter all the numbers for connection to ACN's service on the TSA (Telephone Service Agreement) or online order portal.
8. **Can a number range be pre-selected with ACN?**  
Yes. If you are using a switchboard which has a range of extensions connected to it (more than 11 sequential numbers related to 1 main number) please enter the main number on the TSA (Telephone Service Agreement) or online order portal and the number range from lowest to highest. Please check your Movistar bill to ensure the correct number is provided as the main number.

9. **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 Movistar account you only need to complete and sign one TSA (Telephone Service Agreement) or online order. If you have more than one Movistar account you will need to complete and sign separate TSAs or submit separate online orders per Movistar account number.
10. **Will Call Barring still work when I am Carrier Pre-Selected (CPS) with ACN?**  
Call barring for Premium Rate services will still work with CPS. Other barring options are not guaranteed to work with CPS.
11. **Can a Movistar privately rented payphone be connected to ACN?**  
ACN does not advise pre-selecting private payphones to our service. Depending on the type of payphone you may not be able to calculate the call costs when carrier pre-selected. Public payphone numbers cannot be preselected with ACN.
12. **If I have a flat rate Internet package with Movistar can I Carrier Pre-Select (CPS) to ACN's Service?**  
Yes, CPS will not affect your Internet service.
13. **Can Alarm systems be Carrier Pre-Selected (CPS) with ACN?**  
Most alarm systems can be pre-selected with ACN, but ACN cannot guarantee that the service will work. The customer must accept all responsibility for the connection.
14. **Will I be bound to a fixed-term contract?**  
No.
15. **I have an ISDN line(s); can I connect to ACN's services?**  
Yes, for CPS only customers ACN can provide its service to customers who have ISDN-2 and ISDN-30 type lines. If you have ISDN-30 lines it is important that all telephone numbers in the ISDN-30 range are entered on the Telephone Service Agreement or online order portal to ensure they are provisioned correctly. Enter the main number in the first ISDN field in section 2c on the TSA, then the first number of the range after 'Rango de' and the last number in the requested range in the field beside it (after 'a:'). Please verify the Movistar invoice to ensure the correct number is provided as the main number. For ACN Line Rental we currently do not support or offer service on ISDN lines.
16. **Can I continue to use Movistar's services if I have Carrier Pre-Selection with ACN?**  
Yes. Any corresponding charges for these will appear on your Movistar invoice.
17. **Who should be contacted in the event of a line fault or service problem?**  
If you have the ACN Line Rental service, you should always contact ACN Customer Services on 800 098 212 (Mon-Fri, 08:30 - 19:00 CET). If you have the CPS only service it depends on the type of problem. If the fault affects incoming calls, Movistar is responsible as the network provider and you should contact Movistar directly to report the issue on 1004. If outgoing calls are affected please contact ACN's Customer Services department and clearly state when you tried to place the unsuccessful outgoing call and the number you tried to connect to. If you have a problem with the quality of service or availability of certain Movistar features please contact ACN with the specific details 800 098 212 (Mon-Fri, 08:30 - 19:00 CET).

### Getting Connected with ACN

18. **How can I become an ACN customer?**  
Simply complete the Telephone Service Agreement together with an ACN Independent Representative. The ACN Independent 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](http://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.

**Important:** You are required to have an active fixed line with Movistar. If you have a conflicting service with Movistar that prevents connection with ACN you will need to cancel it prior to activating service with ACN.

**19. Can I apply for ACN's services if I do not know an ACN Independent Representative?**

Yes, you can place an order via ACN's online order portal available on [www.myacn.eu](http://www.myacn.eu).

**20. Do I have to be the registered owner of the telephone number with Movistar in order to become an ACN customer?**

Yes, the personal details that you enter on the Telephone Service Agreement (TSA) and Pre-Selection Request Form or online order must match the details on your Movistar invoice.

**21. Do I need to cancel my service with Movistar when applying for ACN's Carrier Pre-Selection (CPS) or Line Rental service?**

You should not cancel the line rental service with Movistar, regardless of whether you are applying for CPS only or for both CPS and ACN Line Rental. We recommend, however, that you check the terms and conditions of your current line rental service, especially in the event of any binding periods you have paid for in advance, before applying for ACN Line Rental.

**22. Can I sign up for Carrier Pre-Selection (CPS) only (without ACN's Line Rental service)?**

Yes. If you would only like the CPS service with ACN please indicate this on the Telephone Service Agreement or simply select "Carrier Pre-Selection Only" on the online order portal. You will, however, benefit from the convenience of one monthly invoice for both line rental and calling costs from ACN as well as one point of contact for Customer Services if both ACN Line Rental and CPS are ordered.

**23. If I already have the Carrier Pre-Selection (CPS) service with ACN and I would like to apply for ACN Line Rental, what do I need to do?**

Existing customers who would like to sign-up for ACN Line Rental in addition to their CPS service must submit a new TSA or online order and select the line rental service.

**24. 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 Movistar when your Carrier Pre-Selection is confirmed.

**25. How long does it take to get connected to ACN's service?**

You will be connected within approximately 7 to 10 working days after we have received your completed Telephone Service Agreement or online order. For customers who also selected ACN Line Rental, the same timelines for the CPS service will apply. Your Line Rental service will then be activated within approximately 3-4 weeks after your order has been submitted.

**26. How long does it take to add ACN Line Rental to my existing service?**

If you are already an ACN customer, upgrading to the combined service of CPS with Line Rental, the same timelines as stated in question 25 will apply.

## ACN Line Rental

- 27. Is ACN Line Rental available with all calling plans and line types?**  
Yes, ACN's Line Rental service is available with all calling plans. Currently the ACN Line Rental service is only available for analogue lines and not for ISDN lines.
- 28. Is there a binding period for ACN's Line Rental service?**  
Yes, an industry standard 12 month binding period applies.
- 29. Will any additional line rental services I have with Movistar be transferred to ACN automatically when applying for ACN Line Rental?**  
ACN's Line Rental service automatically includes 5 popular additional features which are: Answering service (voicemail), Number Presentation, Call Waiting, Call Forwarding and Call Waiting Number Presentation. Other additional features, even if you currently have them with Movistar, will not be available with the ACN Line Rental service. Any additional services the customer had with their previous provider will cease to exist.
- 30. If I am an ACN Line Rental customer and am planning to move house what do I need to do?**  
Currently ACN is not supporting the moving house function for line rental. Please inform ACN Customer Services by calling 800 098 212 (Mon-Fri, 08:30 - 19:00 CET) and ACN will, where possible, assist with the transfer of your line rental service. The actual moving house request needs to be processed by Movistar.
- 31. I currently rent phone service equipment from Movistar. If I now choose to have my line rental service with ACN can I keep using the Movistar equipment and how will it be charged?**  
Your Movistar equipment (telephone, answering machine etc.) will still work with the ACN Line Rental service. Movistar, however, could continue to charge you for the rental of this equipment. In order to cease these charges, Movistar might consider selling the equipment to you for a small fee, or you may decide to return the equipment to Movistar and then use any other telephony equipment purchased instead.
- 32. Will Premium rate number (80x and 90x numbers) be blocked with ACN Line Rental?**  
Some premium rate numbers will, in line with current regulations, be blocked by default. These numbers are numbers starting with 907 and numbers starting with 803, 806, 807 or 905 followed by 7,8 or 9). If you would like to unblock them please contact ACN's Customer Services department via the online Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu) or by calling 800 098 212 (Mon-Fri, 08:30 - 19:00 CET). Other premium rate numbers will be available for you without delay.

## Additional Services

- 33. Which additional services are available through ACN?**  
For an overview of all additional services available through ACN, please refer to the Additional Services Guide available in the "Information centre" on [www.myacn.eu](http://www.myacn.eu).
- Please note that these services are only available with ACN Line Rental. If you have ACN Carrier Pre-Selection Only, please contact your Line Rental provider.
- 34. Can I activate and de-activate features that are included with the ACN Line Rental service?**  
Yes, with ACN Line Rental you can activate and de-activate certain features included with your service. Please refer to the "Additional Service Guide" available in the "Information centre" on [www.myacn.eu](http://www.myacn.eu) or contact ACN's Customer Services department via the online Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu) or by calling ACN's Customer Services department at 800 098 212 (Mon-Fri, 08:30 - 19:00 CET).

## **Billing & Payment**

**35. Will I still receive a bill from Movistar now that I am pre-selected with ACN?**  
No, with ACN Line Rental you will enjoy the convenience of one monthly invoice for both your line rental and standard calling costs. If you are a Carrier Pre-Selection only customer, Movistar is still the line rental provider and the applicable charge for line rental will appear on your Movistar invoice, which may also include any charges for calls that have not been or cannot be routed via ACN.

**36. Which payment methods can I use to pay my bill?**  
Payment by Direct Debit is the most convenient way of paying all bills and many people are switching to this payment method. Direct debit payments also guarantee your bills are paid on time so that you will never be charged late payments fees. Your monthly bill total will be taken directly from your account approximately 15 to 30 days after you receive your bill.

To pay by Direct Debit simply select this payment method on the Telephone Service Agreement and enter the required details, or download the direct debit form from the "Information centre" on [www.myacn.eu](http://www.myacn.eu). Alternatively, you can pay your monthly invoice by bank transfer to the following account:

Bank Account Number: 01560002.53.0300015631, ABN AMRO Bank.

If your preferred method of payment is by bank transfer, please ensure you reference your ACN account number so that there are no unnecessary delays in allocating your payment.

**37. How often will I receive an invoice from ACN?**  
You will receive an invoice every month. If you did not request an itemized invoice on the Telephone Service Agreement or online order but would like to receive one, simply request this by contacting ACN's Customer Services department via the online Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu) or by calling 800 098 212 (Mon-Fri, 08:30 - 19:00 CET).

**38. I am subscribed to the ACN Basic Plus calling plan. Exactly which calls have no per minute charge?**  
In order for the call to qualify as an ACN-2-ACN 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-2-ACN calls but are charged according to our standard listed rates.

## **Your ACN Account**

**39. How do I change my personal account details?**  
Changes concerning your address details and calling plans can be made via the online Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu). For changes relating to your telephone number, (family) name or the account owner, simply call ACN's Customer Services department at 800 098 212 (Mon-Fri, 08:30 - 19:00 CET) to make those changes to your account.

**Please note:** For changes regarding the service address please contact Movistar.

**40. How do I modify my directory listing details?**  
If you have the CPS only service with ACN, the way your details currently appear in the directory listing will remain unchanged. Movistar will handle any change requests you may have.

By signing up for ACN Line Rental and CPS, the way your details currently appear in the directory listing will remain unchanged. To change your directory listing details, please use the directory listing form available in the "Information centre" on [www.myacn.eu](http://www.myacn.eu).

**41. How do I change my language preference?**

If a preferred language was not indicated on the Telephone Service Agreement (TSA) or online order by ticking the appropriate box, you will receive correspondence in the language of the signed TSA/completed order by default. You can, however, change your language preference via the online Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu).

**42. How do I cancel my service with ACN?**

In the event you wish to cancel your ACN service, simply request it via the online Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu). When canceling all or some ACN services, you should be very clear and concise in your request, taking into account that;

- a) your cancellation request sent directly to ACN (when it pertains to the termination of the Line Rental Service) may result in the loss of service (see below); and
- b) it is not possible to cancel the Pre-selection service while maintaining the Line Rental service with ACN.

In general, if you would like to transfer your telephony service (line rental and CPS) from ACN to another provider (that is, you want your telephone line to remain active and retain your current phone number), whether it is Movistar or another provider, we recommend that you contact such operator directly, who will then arrange for the cancellation of ACN's services. Please note that when transferring or canceling your ACN Line Rental and CPS telephony service, breaking fees may be applicable.

If you are a CPS-only customer, your cancellation request will result in the cancellation of the CPS service. As a result, your calls will be handled and charged by Movistar.

As soon as the cancellation request has been processed, you will receive a confirmation letter from ACN.

If you request cancellation of your line rental and CPS service with ACN, rather than asking for a transfer of your line as described above, the result of such cancellation will be that your telephone line will be blocked and you will no longer be able to make calls. At your request, Movistar or another provider can take over the line and unblock it; or Movistar can, if requested by you, disconnect the line (you will no longer be able to make or receive calls and your telephone number will no longer be assigned to you). Up until the moment that the line has been taken over by Movistar or another provider, the cancellation is not completely finalized and you will be charged for the line rental service until such date.

Additionally, the cancellation can also be requested by calling ACN's Customer Services department at 800 098 212 (Mon-Fri, 08:30 - 19:00 CET).

**43. How do I request an address change?**

If you have ACN Line Rental, simply request the address change by contacting ACN's Customer Service via the Customer Contact form available on the Support page of [www.myacn.eu](http://www.myacn.eu). Please note that it could take 4 to 6 weeks to complete this request.

If you have ACN Carrier Pre-Selection Only, 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.