



## ACN & Carrier Pre-Selection

1. **What is Carrier Pre-Selection (CPS)?**

Customers can choose an alternative service provider to Eircom 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 Eircom).
2. **Do I need special telephone equipment to benefit from ACN's Carrier Pre-Selection (CPS) service?**

No, there is no inconvenience involved with ACN's CPS service. You can use your existing telephone, although in most cases tone dialling is required to enable the call to be routed via ACN; calls are sent via a switchboard to the chosen service provider and in general switchboards rely on tone dialling to correctly forward traffic. It may be that tone dialling is not required to use ACN's CPS service, however ACN cannot guarantee this. Should you not have tone dialling please contact Eircom for further information.
3. **How do I make telephone calls using ACN?**

Simply dial the telephone number you would like to call. Your telephone line will be switched to ACN's service for all calls to fixed lines in Denmark, calls to mobile phones and calls to international destinations.
4. **If I have a switchboard with multiple lines can I be pre-selected with ACN?**

Yes. The lines that you should request Carrier Pre-Selection (CPS) on are the external lines (i.e. the number of lines connected to Eircom). For example, if you have 1 line that is a Switchboard with 8 extensions, you should request CPS on the switchboard line.

On the Telephone Service Agreement or online order portal enter the external line as the main number and enter ALL the underlying numbers to ensure they will also be connected with ACN.
5. **If I have Internet dial-up service can I use ACN's service?**

Yes, our Carrier Pre-Selection service will not affect your Internet service. You will continue to be billed separately for this service by your Internet provider.
6. **Is it possible to pre-select more than one telephone line with ACN?**

Yes. Please ensure that all telephone numbers you would like to be pre-selected to ACN's service are provided on the Telephone Service Agreement (TSA) or online order portal.

**IMPORTANT:** For ISDN lines that have several underlying telephone numbers you must identify the main number on the TSA or online order portal. Please note that ACN supports ISDN-2 lines. (ISDN-30 lines cannot be pre-selected with ACN).
7. **Can alarm systems be pre-selected with ACN?**

No, ACN does not support alarm systems and therefore numbers connected to alarms cannot be pre-selected.
8. **Are all calls routed via ACN?**

If you select ALL calls for CPS on the Telephone Service Agreement or online order portal then local, national, fixed-to-mobile, certain Internet and non-geographical calls such as directory enquiries and premium rated services will be routed via ACN with the exception of the following: calls to emergency services, Internet 1891 and 1892 number series and all other non-geographical. Calls to these numbers will not be connected or charged by ACN and will not appear on your ACN invoice.

9. **Who should be contacted in the event of a line fault or service problem?**  
If the fault affects incoming calls there may be a fault on the phone line, in which case you should contact your current line rental provider. If outgoing calls are affected you should contact ACN and clearly state when you tried to call and the number you tried to connect to.

### Getting Connected with ACN

10. **How can I become an ACN customer?**  
Simply complete the 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](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.
11. **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](http://www.myacn.eu).
12. **How will I know when I am connected to ACN's service?**  
You will receive a welcome letter from ACN and confirmation from your former provider that your telephone calls and line rental, if applicable, will be transferred to ACN.
13. **How long does it take to get connected to ACN's service?**  
You will be connected within approximately 13 working days after we have received your completed Telephone Service Agreement or online order.

### Additional Services

14. **Are barring services available through ACN?**  
No, ACN's Carrier Pre-Selection service does not support Call barring.
15. **Is the Call Poland option only available with the ACN Friends Call Free plan?**  
Yes.

### Billing & Payment

16. **Will I still receive an invoice from my current provider if I use ACN's service?**  
You will continue to receive an invoice from your current provider for your line rental and for calls not made via ACN.
17. **How often will I receive an invoice from ACN?**  
You can expect to receive an invoice every month. You will be billed in arrears for your telephone usage and in advance for any monthly recurring fees. Your first invoice will include any monthly fees for both the current and following month.
18. **I am subscribed to the Friends Call Free calling plan. Exactly which calls have no per minute charge?**  
In order for the call to qualify as an Friends Call Free 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 Friends Call Free calls but are charged according to our standard listed rates.

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

Direct Debit is the most convenient way of paying your bills. This payment method also guarantees your bills are paid on time so that you will never be charged late payments fees. Your monthly amount due will be taken directly from your account approximately 14 days after you receive your 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 the "Information centre" on [www.myacn.eu](http://www.myacn.eu). Alternatively, a Giro slip is attached to your invoice to enable you to make your payment or you could make a payment via credit card.

There is also a possibility to make a bank transfer using the following bank details:

**Bank Account name:** All Communications Network (ACN) Ireland Limited  
**Bank Account number:** 50077430 (Ulster bank Dublin)  
**IBAN:** IE97ABNA99020450077430

**20. Can I request an itemised invoice?**

ACN invoices are itemised by default. If you would like to receive a non-itemised invoice simply 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).

**Your ACN Account**

**21. 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](http://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.

**22. 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 available on the Support page of [www.myacn.eu](http://www.myacn.eu).