



ACN & Carrier Pre-Selection

1. **What is Carrier Pre-Selection (CPS)?**
Customers can choose an alternative service provider to Telecom Italia 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 Telecom Italia).
2. **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 dialing before each call you make.
3. **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 BT for further information.
4. **Is my ACN contract for a fixed period of time?**
No, your contract does not tie you to ACN and you may terminate your contract at anytime.
5. **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 on ACN's online order portal if you order online.

Important: For ISDN lines that have several underlying telephone numbers you must identify the main number on the TSA or on ACN's online order portal if you order online. Please note that ACN supports ISDN-2 lines. (ISDN-30 lines cannot be pre-selected with ACN).
6. **Can a Telecom Italia privately rented payphone be connected to ACN?**
Yes you can as long as the payphone is registered in your name. However ACN cannot offer metering pulses or advice of charge, so the pay mechanism of your phone will no longer work.
7. **Can PDG (credit card swipe machine) be connected to ACN?**
At the moment ACN cannot connect PDG.
8. **Can Alarm systems be CPS'd?**
Most alarm systems can be CPS'd, but we cannot guarantee that the service will work at all times. The customer must accept all responsibility for the connection.
9. **Can I use another company for my Internet access?**
If you wish to use other telephone companies for your internet service simply put their prefix number in front of your dial up number.
10. **Which calls are routed via ACN?**

The following calls are routed via ACN: local, national, fixed to mobile, international calls and those Internet calls to national fixed line numbers. All other calls are routed via Telecom Italia.

11. What should I do if my telephone service does not work?

If incoming calls are affected you probably have a fault on your line. Telecom Italia is responsible for line faults and you should contact them in the first instance. If outgoing calls are affected then please contact ACN Customer Service stating the time you tried to call out and the telephone number you are trying to call.

Getting Connected with ACN

12. 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. If you have a conflicting service with Telecom Italia that prevents connection with ACN you will need to cancel it.

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.

13. 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.

14. 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.

15. 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.

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

Within approximately 9 working days after receiving your complete Telephone Service Agreement or online order.

17. Do I have to be the Telecom Italia account holder if I want to be an ACN customer?

Yes, the details on your Telecom Italia bill must match the details on your ACN TSA (Telephone Service Agreement).

Billing & Payment

18. Will I still receive an invoice from my current provider if I use ACN's service?

Yes, you will still receive a bill from Telecom Italia for Line Rental and any calls that have been made via Telecom Italia.

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

You will receive an invoice every month.

20. 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 10 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. Alternatively, a Giro slip is attached to your invoice to enable you to make your payment. Customers can also pay their monthly invoices either by credit card or by selecting from a range of additional payment methods via the ACN payment platform.

21. I am subscribed to the ACN Base calling plan. Exactly which calls are free?

In order for the call to qualify as an ACN Base call (free) 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 Base calls but are charged according to our standard listed rates.

Your ACN Account

22. How do I change my personal account details?

Changes concerning your personal 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 on our website and submit it to ACN to request the change.

23. 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.