



Internet & Phone with KPN Interactive TV

FREQUENTLY ASKED QUESTIONS

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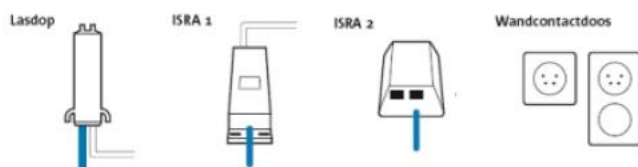
Eligibility

What do I need to get the ACN Alles-in-1, Internet & Phone with KPN Interactive TV?

You need a standard telephone line. Most standard telephone lines are compatible, but it depends on where you live and the distance from the local telephone exchange. But don't worry, we'll check whether you can receive the service using your address and postal code when you place your order online via your ACN Representative's Online Shop or www.myacn.eu.

You may also need to check whether you have 'ISRA' points in your home. These are the points where your KPN line enters your building or house.

To help you identify them, these are four common types of ISRA points:



I can't find my ISRA point or my ISRA point is not working

If you can't find the ISRA point, [contact](#) our technical support team.

If the technical support team is unable to locate your ISRA point, you will require a KPN engineer. Sometimes, ISRA points are covered, damaged or hidden when homes are renovated or when new walls are installed. .

If this is the case, you can get help to locate, reinstate or repair your ISRA point at www.huisaansluitingen.nl, after which you'll be ready to order and enjoy the ACN Internet & Phone services.

Can I keep my existing phone number?

Transferring your number is very easy. During the order process simply indicate if you wish to transfer your number. We can provide you with a new number if you prefer.

You can request to transfer your number after ordering too, as long as your previous number is still active. Simply send us a porting authorization order form (POA) from your [online ACN Selfcare](#) account. Even if you cancel your previous number when switching to ACN, you can still request to transfer your number up to 2 months after terminating your previous phone services.

Please refer to your current provider's number porting and cancellation policies. You may be responsible for any payments owed to them.

I have an ACN Fixed Line or ACN Digital Phone Service contract; will I have to pay extra to move to ACN Alles-in-1?

No, if you already have ACN service and you want to order ACN Alles-in-1, you will not be charged an early cancellation fee. You can switch to your new ACN Alles-in-1 even before completing any contractual binding period with your previous ACN service. Simply select ACN as your current telephone provider while ordering ACN Alles-in-1.

I have an ACN Digital Phone Service; can I continue to use this as well as ACN Alles-in-1, Internet & Phone with KPN Interactive TV?

Yes, the ACN Alles-in-1 includes a telephone service by default, but if you want to keep enjoying the great calling plans you receive with your ACN Digital Phone Service, you can!

I already get my Internet and Phone from ACN, can I add KPN Interactive TV?

Yes you can, but the KPN Interactive TV service requires a minimum internet download speed of 6 Mbps to work optimally. To check whether you can receive them, please contact our Customer Service team via the [online contact form](#).

You can add KPN Interactive TV to your ACN Internet & Phone service, using the [online Adjust Service Agreement Form](#).

Our Products and Services

What internet speed will I get?

You can expect speeds up to 100 Mbps download and 5 Mbps upload. However, the speed will depend on a number of factors, including the distance from your local telephone exchange, the quality of the line, and the set-up of your home network. We'll make sure we connect you to the fastest speed that we can for your line, but in some cases the speed you see in your home may be considerably lower than 100 Mbps download and 5 Mbps upload.

Can I use any modem?

You will receive a free modem from ACN when you order ACN Alles-in-1 or ACN Internet & Phone. We highly recommend you to use this ACN modem. It is how we can guarantee compatibility and a great service.

ACN will charge a full modem retail price if the modem is damaged or not returned after the termination of ACN Alles-in-1 or ACN Internet & Phone service. Check our Price Guide for the latest prices.

What internet speed do I need to use KPN Interactive TV?

For your KPN Interactive TV to work optimally, you need to have a minimum download speed of 6 Mbps for one TV receiver. However, if you have two TV receivers, then you should have minimum download speed of 10 Mbps for optimal service.

To access the HD package and all other HD channels, you need to have a minimum download speed of 8 Mbps for 1 TV receiver and 16 Mbps for 2 TV receivers.

What TV channels are available with KPN Interactive TV?

The Basic Channel Package is included with all subscriptions to the KPN Interactive TV service. This includes more than 60 channels (more than 15 channels are High Definition HD, if available at your address) and more than 90 radio channels.

You can then add your choice of 13 great channel packages. See our Channel List for details of all the channels available – go to our [Alles-in-1 site](#) and check the Product Information section at the bottom of the page.

How can I add extra channels?

You can add additional channel packages either when ordering ACN Alles-in-1 or any time after your initial order. To add additional channel packages, request via your online ACN Selfcare account or with the [online contact form](#).

Is there a binding period for additional channels?

No, there is no binding period for the any additional channel package. Additional channel packages can be removed easily with just a month's notice.

What are Missed Start, Missed Program and Recording package?

With "Missed Start" you can rewind to the start of a live program, even if you hadn't set it to record. KPN Interactive TV offers Missed Start free of charge for most of TV channels. If you use Missed Start on a paid TV channel, its cost will appear on your monthly invoice.

With "Missed Program" you can watch your favorite shows and programs from last 2 days.

With "Recording" package, you can record up to 200 hours of shows. It uses the KPN network to store your favorite shows and programs that you can play back on your TV, smartphone, tablet or laptop up to a year later.

Can I cancel just KPN Interactive TV?

Yes. If you wish to terminate only your TV services within the 12 months contractual binding period, you will be required to pay an early termination fee i.e. the monthly charges for all the remaining months.

What extra features does the phone service include?

You can use following calling features without additional charge:

- Voicemail
 - Privacy
 - Block Number Display
 - B-Number Hiding (hides the last 4 digits of your number)
- Call Blocking
 - Block All Paid Services – all 09xx numbers
 - Block Adult Services – all 0906 numbers
 - Block Amusement Services – all 0909 numbers
 - Block International Services– all international numbers
 - Block Mobile Services – all 06 numbers

To activate or deactivate these calling features, log in to your online [ACN Selfcare](#) account or use the [online contact form](#).

What services are supported by my ACN Alles-in-1 and ACN Internet & Phone connection?

ACN Alles-in-1 and ACN Internet & Phone services are only designed for residential customers. All such devices which are not regular household items are not supported by the ACN Internet & Phone service. These unsupported devices include, but are not limited to:

- Fax machines
- Alarm systems
- Security systems
- Credit card and cash payment systems
- Cash machines
- ATMs

Prices and Payments

Tell me about the calling rates

With our standard calling plan you only pay for the calls you make. Calls are charged per second at very attractive calling rates.

A call set up fee is a per call charge, which you only pay if your call is successful. No matter how long your call is, a call set up fee is charged only once per call.

Call Extra is designed for customers who love to connect with friends and family in the Netherlands and abroad. You get unlimited calls to fixed lines in the Netherlands and unlimited calls to many international destinations.

You can find details of all the prices and inclusive countries in the Price Guide. Go to our [Alles-in-1 site](#) and check the Product Information section at the bottom of the page.

Is there a minimum contract period?

Yes, there is minimum 12-month contract period for ACN Alles-in-1 and ACN Internet & Phone.

What if I want to leave early?

If you wish to terminate your contract before 12 months, then you will be required to pay the monthly fee for all the remaining months plus a deactivation charge. Please refer to the Price Guide for full details.

What payment methods can I choose?

There are several payment methods available, but we recommend you set up a Direct Debit.

For Initial One-off Payment

- MasterCard, VISA, VISA Electron
- iDeal
- Click and Buy

For Monthly Recurring Payment

- MasterCard, VISA, VISA Electron
- Automatische incasso
- iDeal
- Click and Buy
- Giro

For Bank Transfers

Name: ACN Europe BV

IBAN: NL45DEUT0265190304

BIC: DEUTNL2A

Acct No.: 265190304

Please note that if you decide to make your payments by methods other than Credit card, Debit card or Direct Debit, an administrative fee of € 2.00 will be charged.

Delivery and Set up

How long will it take to get connected?

It will take around two weeks for you to receive your welcome pack after placing the order. The pack includes a modem and an easy to follow installation guide on how to get your ACN service up and running.

If you order ACN All-in-1, you will also receive a TV receiver with the modem.

The service switch takes around 20 business days, but this can vary. When you do not have an active telephone line in your home, it will take us a little longer to get your service up and running. In any case, we'll take all the necessary steps to get you connected as fast as we can.

Can I choose the date that my service is connected?

You can choose your preferred date when you want your ACN All-in-1 or ACN Internet & Phone service to be activated.

During the order process, ACN provides you a range of dates, from where you can choose your preferred date.

Once the order is placed and you've chosen the preferred date, you cannot change the date.

What if I change my mind?

If you change your mind within 14 days from the date we receive your order, you can cancel your order without any cancellation charges. This is called the Right of Withdrawal and is further described in the Terms and Conditions and the Model Withdrawal Form, both found on myacn.eu. If you cancel your order following this period, you will be charged as described on page 9 of these FAQ and in the Price Guide.

Do I have to be at home for the modem and TV receiver delivery?

Someone will need to be at home to sign for the delivery, however not necessarily the person who placed the order.

Can I get help setting up the modem and TV receiver?

Our equipment has been designed to be quick and easy to install with the help of our handy user guide including a CD with detailed step-by-step instructions, but if you want to request an engineer to install your equipment, Customer Services can put you in touch with our recommended installer once your service has been activated. You can book an appointment for an engineer to do all the hard work for you at a special rate. See our latest Price Guide for the current price of the basic installation package.

The technician will connect one computer, one telephone and one or two televisions. The wiring will be arranged according to the applicable standards. Drilling work or mounting cables on the skirting and/or cable trays is not part of the basic installation package.

Additional services or materials will need to be settled directly with the technician. The amount depends on the materials and time required for the additional installation.

Other Questions

I have a question not covered here, where can I get help?

If you can't find the answer to your question here, check the Product Details and Support sections on the website for detailed information. If you still need help, you can talk to us via our Chat service or send us an email. Of course, if you still need to contact us by phone, you can. [Click here](#) for all the contact details.



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