



Fixed Line FAQs

ACN & Carrier Pre-Selection

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

Customers can choose an alternative service provider to KPN 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 KPN).

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 dialing 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 dialing to correctly forward traffic. It may be that tone dialing is not required to use ACN's CPS service, however ACN cannot guarantee this. Should you not have tone dialing please contact KPN for further information.

3. Are all calls routed via ACN?

If you sign-up for Line Rental with our Carrier Pre-Selection (CPS) service, all calls will be routed via ACN.

If you sign-up for CPS only all calls will be routed via ACN with the exception of internet dial-up numbers, information numbers (0900) and service/entertainment numbers (0906, 0909). Calls to these numbers will not be connected or charged by ACN and will not appear on your ACN invoice.

4. 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.

If you have more than one account with your current provider you will need to complete and sign separate TSAs per account number or place separate orders online via ACN's online order portal.

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.

5. 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 KPN). 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.

6. Can a privately rented payphone be pre-selected with ACN?

Yes. Please be aware that ACN offers no time pulses or advice about calling charges. As a result the paying mechanism will no longer work.

7. Can a PIN/Credit Card machine be pre-selected with ACN?

No.

8. Will my internet access be affected if I become an ACN customer?

No, our Carrier Pre-Selection and Line Rental services will not affect your Internet service. If you are using standard telephone numbers rather than internet dial up numbers (0800 or 06760) the calls will be charged by ACN independent from the tariff you have with your internet provider.

If you have DSL via a standard telephone line (not an InternetPlusBellen VoIP type installation) your line rental can be transferred to ACN with no affect on your current internet service. You will continue to receive an invoice from your current line rental provider for the DSL set-up on your line.

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, which is ACN if you are using ACN Line Rental. If outgoing calls only 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.

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

Yes, simply contact ACN's Customer Services department.

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.

12. 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.

13. Should I cancel my service with my current provider when applying for ACN's Carrier Pre-Selection (CPS) or Line Rental service?

You should cancel any discount packages you have with your current provider.

You should also check the terms and conditions of your current CPS and/or line rental service, especially in the case of any binding periods you have committed to, before applying for service with ACN.

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

Yes. If you would only like CPS with ACN please indicate this by ticking the appropriate box on the Telephone Service Agreement or online order. You will benefit from the convenience of one monthly invoice for both line rental and calling costs from ACN and one point of contact for Customer Services if both ACN Line Rental and CPS are ordered.

15. My telephone services are provided by Scarlet. Can I transfer to ACN?

Customers who have a Scarlet One connection cannot transfer their service to ACN.

16. My telephone services are provided by Euphony. Can I transfer to ACN?

Euphony only provides Carrier Pre-Selection services which can be transferred to ACN.

17. **My telephone services are provided by a Cable Operator. Can I transfer to ACN?**
No.
18. **My telephone services are provided by an Internet Service Provider. Can I transfer to ACN?**
No.
19. **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, has been transferred to ACN.
20. **How long does it take to get connected to ACN's Carrier Pre-Selection service?**
You will be connected within approximately 5 working days after we have received your completed Telephone Service Agreement or online order.
21. **How long does it take to get connected to ACN's Line Rental service?**
You will be connected within approximately 24 working days after we have received your completed Telephone Service Agreement or online order.

ACN Line Rental

22. **Can ACN provide new line installations as part of its Line Rental service?**
Yes, ACN can provide new line installations for analogue lines.
- EXISTING ACN Line Rental customers who would like to order a new analogue line should simply call our dedicated Customer Services department.
- NEW customers who would like to order a new analogue line this should inform their ACN Independent Representative as the application process for ACN Line Rental is slightly different.
23. **Can ACN accommodate house moves and line conversions as part of its Line Rental service?**
Yes. ACN can accommodate house moves for both analogue and ISDN lines, and change of line types from ISDN 1 or 2 to a single analogue line.
- If you would like any of these services simply call our dedicated Customer Services department. In regard to moving house, you must call at least one month in advance of the move.
24. **If I am already pre-selected with ACN, do I need to use the Telephone Service Agreement (TSA) if I would like to apply for ACN Line Rental?**
Yes, existing customers who would like to sign-up for ACN Line Rental in addition to their CPS service must use the TSA.
25. **Is ACN Line Rental available with all calling plans?**
Yes, ACN's Line Rental service is available with all calling plans.
26. **I currently have line rental with KPN. Can I apply for ACN Line Rental?**
Most KPN standard telephony services for analogue and ISDN lines can be transferred to ACN, including subscriptions with line rental for KPN BelBasis and any of the KPN BelVrij calling plans (Weekend, Avond & Weekend, Altijd).
- Please note that customers may be bound by minimum contract terms and ACN is not responsible for any cancellation or early termination fees.
- Customers who have a KPN BelBudget subscription with line rental can transfer their service to ACN, but the plan will automatically be changed to KPN BelBasis before transfer.

Please note that KPN Slim and KPN InternetPlusBellen (Go, Lite, Basic or Extra) customers cannot transfer their service to ACN.

27. I currently have line rental with Tele2. Can I apply for ACN Line Rental?

Customers who have a subscription with line rental for either analogue or ISDN lines on any of the plans from the Tele2 BelGratis portfolio (Weekend, Weekend & Avond, Altijd) can transfer their service to ACN.

Please note that customers may be bound by minimum contract terms and ACN is not responsible for any cancellation or early termination fees.

Customers who have line rental with the Tele2 Compleet or Tele2 Compleet BelGratis Altijd plans cannot transfer their service to ACN.

28. I currently have line rental with Pretium. Can I apply for ACN Line Rental?

Customers who have a subscription with line rental for either analogue or ISDN lines on the Pretium Voice, Pretium Vrij or Pretium Gunstig plans can transfer their service to ACN.

Please note that customers may be bound by minimum contract terms and ACN is not responsible for any cancellation or early termination fees.

29. Will any additional line rental services I have with my current provider be transferred to ACN when applying for ACN Line Rental?

If you currently have Number Presentation and/or Call Waiting with your current provider they will be transferred to ACN and you can continue to use them as before. If you do not currently use these services but would like to order them, they can either be requested when applying for ACN Line Rental or by calling ACN Customer Services.

Please note that any additional services ordered will be activated approximately 12 working days following activation of the Line Rental service.

Please also note that these services are automatically included with ACN Line rental for ISDN lines.

More information about Number Presentation, Call Waiting and other available additional services can be found in the Additional Services Guide on our website. Please refer to our Line Rental Price List for any associated costs.

30. Will my KPN voicemail service be transferred to ACN when applying for ACN Line Rental?

No, this service is only available if you have line rental with KPN.

Additional Services

31. Is it possible to see who is calling me?

Yes, if you are an ACN Line Rental customer you can order the Number Presentation service (on the Telephone Service Agreement/online order or by contacting ACNs Customer Services department). More information about the additional service available with ACN Line Rental can be found in the Additional Services Guide on our website. Please refer to our Line Rental Price List for any associated costs.

32. Are blocking services available through ACN?

Yes, with ACN Line Rental blocking services can be activated on your line upon request (on the Telephone Service Agreement/online order or by contacting ACNs Customer Services department). If you have Call Blocking with your current line rental provider it will not be transferred to ACN. More information about the additional service available with ACN Line Rental can be found in the Additional Services Guide on our website. Please refer to our Line Rental Price List for any associated costs.

Billing & Payment

- 33. Will I still receive an invoice from my current provider if I use ACN's service?**
No, with our bundled ACN Line Rental and Carrier Pre-Selection (CPS) service you will enjoy the convenience of one monthly invoice for both your calling costs and line rental. If you apply for our CPS service only, you will continue to receive an invoice from your current provider for your line rental and for calls not made via ACN.
- 34. Why is my first invoice for Line Rental showing a charge and credit for the calling plan monthly fee?**
If you were an existing ACN CPS customer before applying for Line Rental, you will be treated as a new customer of both services for internal systems purposes. As soon as the Line Rental service is activated, you will be 'cancelled' in our system for CPS only and re-entered as a new customer of both services. Please be assured that this will not affect your ability to make or receive phone calls or benefit from ACN's favourable rates. A charge will appear on the invoice for the monthly fee related to the part of the month remaining following 'cancellation'. At the same time this amount will appear as a credit on the same invoice, so effectively you are not being charged for this.
- 35. How are the charges for my calls calculated?**
Calls are charged per second from the first second unless otherwise stated. A call set-up fee applies for all calls, where indicated. Please refer to ACN's rate sheets for details.
- 36. Which payment methods can I use to pay my ACN invoice?**
Direct Debit is the most convenient way of paying all 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 15 days after you receive your invoice.
- To pay by Direct Debit simply enter your details in the relevant section on the Telephone Service Agreement when applying for service, or complete the Direct Debit form which 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 or you could make a payment via credit card. The following credit cards are accepted: Visa, Visa Electron and MasterCard.
- There is also a possibility to make a bank transfer using the following bank details:
RBS Netherlands ACN Europe BV 0759859175
- 37. I am subscribed to the ACN One Family calling plan. Exactly which calls have no per minute charge?**
In order for the call to qualify as an ACN One Family 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 One Family calls but are charged according to our standard listed rates.

Your ACN Account

- 38. How do I change my personal account details?**
Changes concerning your personal details (such as address for CPS only customers) 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

or (family) name simply print the appropriate form available on our website and submit it to ACN to request the change.

39. 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. 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.