



## Nacacomunik & Carrier Pre-Selection

1. **Why is ACN referred to as Nacacomunik - Serviços de Telecomunicações, Lda. in Portugal?**  
In Portugal there are already two other companies with the name ACN, therefore we have registered the local company as Nacacomunik - Serviços de Telecomunicações, Lda. To keep things simple, we will say Nacacomunik.
2. **Can I become a Nacacomunik customer if I am resident in Azores or Madeira?**  
Yes.
3. **What is Carrier Pre-Selection (CPS)?**  
Customers can choose an alternative service provider to Portugal Telecom without having to change their telephone number, dial an access code (prefix number) or plug in a box. This is called Carrier Pre-Selection and means that all calls will be routed via Nacacomunik and will be charged at Nacacomunik's favourable rates.
4. **Do I need special telephone equipment to benefit from Nacacomunik's Carrier Pre-Selection (CPS) service?**  
No, there is no inconvenience involved with Nacacomunik'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 Nacacomunik; 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 Nacacomunik's CPS service, however Nacacomunik cannot guarantee this. Should you not have tone dialling please contact Portugal Telecom for further information.
5. **How do I make telephone calls using Nacacomunik?**  
Simply dial the telephone number you would like to call. Your telephone line will be switched to Nacacomunik's service for all calls to fixed lines in Portugal, calls to mobile phones and calls to international destinations.
6. **Are all calls routed via Nacacomunik?**  
If you sign-up for Line Rental with our Carrier Pre-Selection (CPS) service, ALL calls will be routed via Nacacomunik. For customers of our CPS service only, all calls to fixed lines in Portugal, calls to mobile phones, calls to international destinations and calls to special services not listed below, will be connected and charged by Nacacomunik.  
  
The following call types are not routed through Nacacomunik:
  - Internet dial-up
  - Emergency calls (112, 117)
  - Free of charge calls to operator services (122xxx, 182xxx, 162xxx. Please be aware that not all 16xxx numbers are free of charge).
  - All other national and international calls to free services including 800 and 882 numbers.  
Calls to these numbers will not be connected or charged by Nacacomunik and will not appear on your Nacacomunik invoice.  
Please be aware that calls to Audiotext and Televoting services also cannot be made via Nacacomunik. You can use the Portugal Telecom prefix if you would like to call these service numbers.
7. **Is it possible to pre-select more than one telephone line with Nacacomunik?**  
Yes. Please ensure that all telephone numbers you would like to be pre-selected to Nacacomunik's service are provided on the Telephone Service Agreement (TSA) or online order portal. If you have more than one account with your current provider

you will need to complete and sign separate TSAs per account number or complete separate online orders.

- 8. If I have a switchboard with multiple lines can I be pre-selected with Nacacomunik?**  
Yes. The lines that you should request Carrier Pre-Selection (CPS) on are the external lines (i.e. the number of lines connected to Portugal Telecom). 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 Nacacomunik.

- 9. Can a Portugal Telecom privately rented payphone be pre-selected with Nacacomunik?**

We do not advise pre-selecting private payphones to our service.

- 10. If I have Internet dial-up service can I use Nacacomunik's service?**

Yes, 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 the calls will be charged by Nacacomunik independent from the tariff you have with your internet provider.

- 11. 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 Nacacomunik if you are using Nacacomunik Line Rental. If outgoing calls are affected you should contact Nacacomunik and clearly state when you tried to call and the number you tried to connect to.

### Getting Connected with Nacacomunik

- 12. How can I become a Nacacomunik customer?**

Simply complete the Telephone Service Agreement together with a Nacacomunik Independent Representative. The representative will send the Agreement to Nacacomunik. Please bear in mind that:

Both RESIDENTIAL and BUSINESS customers will also need to provide a copy of the Bilhete de Identidade of the person signing the TSA.

In addition to this, BUSINESS customers will need to provide the following:

If the person signing the TSA is the legal representative:

- Copy of the Certidão de Registo Comercial or the access code to the Permanent Certificate;

If the person signing the TSA has a proxy:

- Copy of the Certidão de Registo Comercial or the access code to the Permanent Certificate and a copy of the proxy document;

Certain Business customers (legal persons or equivalent) are a little more complicated. Here are a few examples along with the required documentation:

- Condominiums - copy of the act of the condominium's assembly resolution where the subscription of the service was approved and of the nomination of the Condominium's Administrator;

- Hospitals SA (private) and medical clinics - copy of the Certidão de Registo Comercial or the access code to the Permanent Certificate;

- Hospitals EPE - copy of the publication of the Official Newspaper ("Diário da República"), where the respective Articles of Incorporation are approved and a copy of the Certidão de Registo Comercial or the access code to the Permanent Certificate;

- City Halls - copy of the publication on the Official Newspaper ("Diário da República") of the President's nomination. If there's delegation of powers, a copy of the delegation of powers dispatch should be presented.

- Parishes/Dioceses, etc. - copy of the Articles of Association as well as a copy of the nomination act of the parish's representative.

PLEASE NOTE, WITHOUT THE ABOVE METIONED DOCUMENTS WE WILL NOT BE ABLE TO CONNECT YOU TO OUR SERVICE.

**13. Can I apply for Nacacomunik'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).

**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. Can I sign up for Carrier Pre-Selection (CPS) only (without Line Rental)?**

Yes. If you would only like CPS with Nacacomunik please indicate this by ticking the appropriate box on the Telephone Service Agreement or simply select "Carrier Pre-Selection Only" on the online order portal.

**16. If I am already pre-selected with Nacacomunik and I would like to apply for 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.

Please also remember that in order to be able to process the request we will need a suitable form of identification, as outlined above.

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

You should not cancel the Line Rental service with your current provider, regardless of whether you are applying for CPS only or for both CPS and Line Rental with Nacacomunik. You should, however, check the terms and conditions of your current Line Rental service, especially in the case of any binding periods you have paid for in advance, before applying for Nacacomunik's Line Rental service.

Please also ensure that you cancel any discount packages you have with your current provider.

**18. How will I know when I am connected to Nacacomunik's service?**

You will receive a welcome letter from Nacacomunik and confirmation from your former provider that your telephone calls and line rental, if applicable, will be transferred to Nacacomunik.

**19. How long does it take to get connected to Nacacomunik's service?**

You will be connected within approximately 21 working days after we have received your completed Telephone Service Agreement or online order.

**ACN Line Rental®**

**20. Is there a binding period for Nacacomunik's Line Rental service?**

Yes, a 12 month binding period applies.

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

Any additional services that are currently active on your line, such as Number Presentation, Call Waiting or Call Blocking, will not be transferred to Nacacomunik. You can, however, continue to use these services and Portugal Telecom will continue to administer them.

**22. Will my listing in the Directory Enquiries services be affecting when transferring Line Rental to Nacacomunik?**

No, Portugal Telecom will continue to manage your listing in the directory enquiry systems.

**23. Is Line Rental available with all calling plans?**

Yes, Line Rental is available with all calling plans.

**24. Is Line Rental available for ISDN lines?**

Yes.

**25. I currently have Line Rental with Portugal Telecom. Can I apply for Nacacomunik's Line Rental service?**

Yes. Most Portugal Telecom standard telephony services for analogue lines can be transferred to Nacacomunik.

**26. I currently have a binding period with Portugal Telecom. Can I apply for Nacacomunik's Line Rental service?**

Yes. Please note, however, that Portugal Telecom will charge you for any remaining periods that are part of your binding contract.

**27. If I have problems with my line will I be charged for a technician's visit?**

In certain scenarios Portugal Telecom will charge Nacacomunik for the visit of one of their technician's & we will pass on the charge to the customer. Such examples include:

- "Avaria em equipamento privado a cargo do cliente" - malfunction in the customers personal/private equipment. Portugal Telecom will then charge for a technician's visit because the equipment is not the property of Portugal Telecom and belongs to the customer.
- "Avaria reparada na rede cliente" - fault repaired in the customers network. For example, the customer has an internal network to connect another piece of equipment. Again, as this part of the network isn't owed by Portugal Telecom they will charge for the technician's visit should the problem be there.
- "Equipamento terminal sem garantia válida" - terminal equipment with expired guarantee. Should any of Portugal Telecom's equipment be beyond its warranty and needs to be fixed/replaced Portugal Telecom will also charge to Nacacomunik for the visit.

There is a standard charge of €19.95 excluding VAT for these visits; obviously this can increase depending on the amount of work needed.

### **Additional Services**

**28. 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.

**29. 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.

**30. Does ACN offer voicemail?**

Yes, ACN offers a value-added voicemail service with Line Rental at no additional charge. Refer to the Additional Services Guide on our website for more information.

## **Billing & Payment**

- 31. Will I still receive an invoice from my current provider if I use Nacacomunik's service?**  
Yes, until approximately March/April 2008 you will continue to receive an invoice from Portugal Telecom for any additional services active on your line, or calls not carried by Nacacomunik. After this time Nacacomunik will invoice you for all line rental related charges and be your sole point of contact for any enquiries related to your line.
- 32. How often will I receive an invoice from Nacacomunik?**  
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.
- 33. Why is my first invoice for Line Rental showing a charge and credit for the calling plan monthly fee?**  
If you were an existing Nacacomunik 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 Nacacomunik'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.
- 34. How are the charges for my calls calculated?**  
Calls are charged per second from the first second. A call set-up fee applies for all calls, where indicated. Please refer to Nacacomunik's rate sheets for details.
- 35. Which payment methods can I use to pay my Nacacomunik 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 payment 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 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). For payments made by ATM, Post Office or via Payshop Agents, you can use the payment slip attached to your monthly invoice.
- 36. Can I request an itemised invoice?**  
Yes, you can request itemized invoices on the Telephone Service Agreement and ACN's online order portal whilst ordering, or by simply 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).

## **Your ACN Account**

- 37. 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](http://www.myacn.eu). For changes relating to your telephone number, or in the case of new line installations, disconnecting a line and house moves for Line Rental customers, you will need to use the ORLA form and follow its guidelines which can also be found online.
- 38. 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.