



## Acceptable Usage Policy – “ACN 1”, “ACN 2” and “ACN 3”.

**ACN 1** offers ACN residential fixed line customers free non-commercial voice traffic to other active ACN fixed line customers within the same country.

**ACN 2** offers ACN residential fixed line customers free non-commercial off-peak local and national calls up to an hour in duration per call.

**ACN 3** offers ACN residential fixed line customers free non-commercial local and national calls up to an hour in duration per call.

To enable ACN to offer these fantastic products, the following guidelines will be applicable:

### Guidelines for ACN 1:

- **ACN 1** plan is for residential users\* only.
- In order for the call to qualify as a Friends Call Free call (free of charge) the called person has to be an active ACN customer. An active ACN customer is defined as having placed at least one call using the ACN fixed line service during the last 30 days.
- The following calls are not free of charge but charged at normal listed rates:
  - Calls to data lines (internet, VPN)
  - Calls to mobile phones
  - International calls
- Customers who have an excessive usage may be removed from the **ACN 1** plan at the sole discretion of ACN. ACN may decide to do so if the customer generates an amount of ACN to ACN traffic that is significantly-above what ACN defines as the average customer usage.
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and the customer will be switched to another **ACN** calling plan.

### Guidelines for ACN 2 and ACN 3:

- **ACN 2** and **ACN 3** plans are for residential users\* only.
- The following calls are not free of charge but charged at normal listed rates:
  - Calls to data lines (internet, VPN)
  - Calls to mobile phones
  - International calls
- Customers who have an excessive usage may be removed from the **ACN 2** or **ACN 3** plans at the sole discretion of ACN. ACN may decide to do so if the customer generates an amount of free traffic that is significantly-above what ACN defines as the average customer usage.
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and the customer will be switched to another **ACN** calling plan.

\* The ACN account holder has to be identical to the owner of the line, as registered with the national operator (BT). Only natural persons are regarded as residential users.