



ACN & Carrier Pre-Selection

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

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

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 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.

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 the following: calls to emergency services, operator assistance, directory enquiries and number ranges used for flat rate Internet access (starting with 0844 04 or 0808 99). 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.

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).

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 BT).

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 BT privately rented payphone be pre-selected with ACN?

No.

7. Can alarm systems be pre-selected with ACN?

No, ACN does not support alarm systems and therefore numbers connected to alarms cannot be pre-selected.

8. **If I have Internet dial-up service can I use ACN's service?**
Yes, our Carrier Pre-Selection and Line Rental services will not affect your Internet service. You will continue to be billed separately for this service by your Internet provider.
9. **Which BT additional services can I continue to use if I only have Carrier Pre-Selection with ACN?**
The following BT services can continue to be used: Ring Back, 1471, Answer 1571, BT Call Minder (Plus & Premier), Call Diversion, Call Forwarding, Calling Number Withheld (141), 3-Way Call. Charges for these services will appear on your BT invoice.
10. **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 are affected you should contact ACN and clearly state when you tried to call and the number you tried to connect to.
11. **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, in case you have ordered the service via ACN's online order portal, simply choose "Carrier Pre-Selection Only" on the Product Selection screen. 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.

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.
- 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 order ACN if I live in Isle of Man, Isle of White and or the Channel Islands?**
No. At this time our Fixed Line services are currently not available in those regions.
14. **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.
15. **Should I cancel my service with my current provider when applying for ACN'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 ACN. 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 ACN Line Rental.
- If you have any services with BT which prevent pre-selection with ACN, you should cancel them to avoid your application for service with ACN being rejected. Your ACN Independent Representative will be able to advise you which BT services prevent pre-selection with ACN, alternatively you can contact ACN Customer Services.

- 16. If I am already pre-selected with ACN, how do I apply for ACN Line Rental?**
Existing customers who would like to sign-up for ACN Line Rental in addition to their CPS service must use the TSA or place an order via ACN's online order portal which is accessible via the ACN Representative's Online Shop or www.myacn.eu.
- 17. Are there any prerequisites for Line Rental with ACN?**
Your telephone number must be on the BT network (either with BT or another Service Provider) in order to transfer Line Rental to ACN.
- 18. How will I know when I am connected to ACN's service?**
You will receive a welcome letter or email from ACN and confirmation from your former provider that your telephone calls and line rental, if applicable, will be transferred to ACN.
- 19. How long does it take to get connected to ACN's service?**
If applying for both Carrier Pre-Selection (CPS) and Line Rental you will be connected within approximately 4-5 weeks after we have received your completed Telephone Service Agreement or online order. If you are already pre-selected with ACN it will take approximately 2 weeks to activate the Line Rental service.
- If applying for CPS only, you will be connected within approximately 3 weeks.

ACN Line Rental

- 20. Is ACN Line Rental available with all calling plans?**
Yes, ACN's Line Rental service is available with all calling plans.
- 21. Is ACN Line Rental available for ISDN lines?**
Yes, ACN Line Rental is available for both analogue and ISDN2 lines. The monthly recurring charge for this service is £36including VAT.
- 22. Is there a binding period for ACN's Line Rental service?**
Yes, a 12 month binding period applies for ACN's Line Rental service.
- 23. Will any additional services I have with BT be transferred to ACN when applying for ACN Line Rental?**
Any additional services you have with BT, such as Caller Display, Call Waiting or 1471, will not be transferred to ACN. These services can either be requested on the Telephone Service Agreement/online order or by contacting ACN's Customer Services department.
- More information about the available services can be found in the Additional Services Guide available in the "Information centre" on www.myacn.eu. Please refer to the Line Rental Price List for any associated costs.
- 24. Will my number be listed in the Telephone Directory if I transfer my line rental to ACN?**
Yes, you can select the listing you would like to appear in the Telephone Directory on the Telephone Service Agreement or online order portal. Alternatively you can choose to have a Directory Enquiries listing only or no listing at all. Please note that customers who have Carrier Pre-Selection only need to contact their current line rental provider to manage their directory listings.
- 25. What should I do if I have Line Rental with ACN and am moving house?**
You should notify us at least 30 days in advance.

Additional Services

26. 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.

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.

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

Yes, if you are an ACN Line Rental customer you can order the Caller Display service (on the Telephone Service Agreement/online order or by contacting ACN's Customer Services department). For more information about the additional services available with ACN Line Rental please refer to the Additional Services Guide available in the "Information centre" on www.myacn.eu. Please refer to the Line Rental Price List for any associated costs.

28. Does ACN offer voicemail?

Yes, you can order Answer 1571, a value-added voicemail service, with ACN Line Rental. Refer to the Additional Services Guide available in the "Information centre" on www.myacn.eu for more information. Please refer to the Line Rental Price List for any associated costs.

If you are a Carrier Pre-Selection only customer you can continue to use the voicemail service provided with your current line rental service.

Billing & Payment

29. 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.

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

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.

31. Can I request an itemised invoice?

ACN invoices are itemised by default. If you would like to receive a non-itemised invoice simply contact ACN's Customer Services department.

32. I am subscribed to the ACN 1 calling plan. Exactly which calls are ACN-2-ACN calls?

In order for the call to qualify as an ACN-2-ACN 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-2-ACN calls but are charged according to our standard listed rates.

33. Which payment methods can I use to pay my ACN invoice?

Direct Debit is the most convenient way of paying your bills. By choosing Direct Debit you will benefit from a discount on your monthly Line Rental fee. 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.

Your ACN Account

34. 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.

35. 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.