



ACN Digital Phone Service - Price List, UK - Digital One

Prices are shown in GBP per minute, incl. 20% VAT. All calls are charged per minute.

Effective from July 1, 2018

The Digital One calling plan includes one telephone number, unlimited¹ calling to national destinations and to other ACN Digital Phone Service customers at no additional charge², 30 domestic mobile minutes and certain international destinations at £ 0.00 per minute.

PRODUCT	ACN Equipment	Configuration and Logistics	Monthly fee
ACN Phone Adaptor	£35.95	£14.95	£10.49
ACN Videophone	£139.95	£14.95	£10.49
Used ACN Phone Adaptor or Videophone ³	£0.00	£14.95	£10.49

Service Fees	One Time Fee
Activation ⁴	£0.00
ACN Phone Adaptor full retail price ⁵	£49.95
ACN Videophone full retail price ⁵	£164.95
Upgrade to ACN IRIS X Videophone from Phone Adaptor or previous model Videophone ⁶	£139.95
Relocation fee (moving house)	£0.00
Return Shipping Charge	£15.95
Administrative Fee in the event of a late payment	£6.50
Administrative charge in case of payment other than Direct Debit, Debit Card or Credit Card	£1.85
Administrative charge in case of failed payment	£3.32

Calling Rates	Day/Time	Set-Up	Per Minute
Local, Regional and National Calls ¹	Mon-Sun All Times		£0.0000
Mobile (out-of-bundle rates)	Mon-Fri 06.00 - 18.00	£0.0610	£0.0770
	Mon-Fri 18.00 - 06.00	£0.0610	£0.0570
	Sat-Sun 00.00 - 24.00	£0.0610	£0.0570

1. Please see our Acceptable Usage Policy below.

2. Calls at no additional charge to other ACN Digital Phone Service customers in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, France, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom, Australia, Canada, New Zealand, Puerto Rico, South Korea, United States.

3. This option is only applicable for customers who already have a European ACN Phone Adaptor or Videophone but do not currently have an active subscription for the service.

4. The activation fee is discounted. If customer does not remain an ACN Digital Phone Service customer until the end of the initial contract period of 12 months, ACN will charge the normal activation fee of £ 33.95 incl. VAT upon termination.

5. The full retail price is charged in case of replacement and in case of non-returned hardware after revocation.

6. There will be no change to your original terms and conditions including the initial contract period.

Acceptable Usage Policy: Digital One allows ACN Digital Phone Service customers to call other fixed line numbers in the same country at no addition charge and the international destinations specified in the international section at 0 pence per minute. The Digital One plan is for residential customers only and may not be resold or used for any commercial purpose. Calls to special numbers and to data lines (e.g., Internet and VPNs) are not included and are charged at standard rates. ACN reserves the right to suspend or terminate your Digital Phone Service or to charge you standard rates if we have reason to believe that you are using the ACN Digital Phone Service in violation of this AUP or our General Terms and Conditions.

ACN reserves the right to change these prices.

ACN European Services Ltd.
Registered Office Address: 7 Albemarle Street, London W1S 4HQ, United Kingdom
Companies House: 3650246, VAT Reg.No: GB 726 3625 33
Postal address: P.O. Box 427, Hounslow TW4 6DR, United Kingdom



Digital One International Call Rates

Prices are shown in GBP per minute, incl. 20% VAT. All calls are charged per minute.

Int. Destination	fixed	mobile	Int. Destination	fixed	mobile	Int. Destination	fixed	mobile
A Afghanistan	0.302	0.302	G Ghana	0.093	0.093	P Pakistan	0.069	0.069
Albania	0.081	0.260	Gibraltar	0.051	0.354	Palau	0.313	0.313
Algeria	0.103	0.103	Greece	0.000	0.166	Palestine	0.156	0.156
American Samoa	0.093	0.093	Greenland	0.511	0.511	Panama	0.037	0.037
Andorra	0.041	0.333	Grenada	0.135	0.135	Papua New Guinea	0.511	0.511
Angola	0.056	0.104	Guadeloupe	0.041	0.041	Paraguay	0.103	0.103
Anguilla	0.165	0.165	Guam	0.019	0.019	Peru	0.000	0.061
Antarctica	1034	1034	Guantanamo Bay	0.928	0.928	Philippines	0.155	0.155
Antigua and Barbuda	0.145	0.145	Guatemala	0.135	0.135	Poland	0.000	0.166
Argentina	0.000	0.061	Guinea	0.229	0.229	Portugal	0.000	0.197
Armenia	0.093	0.093	Guinea-Bissau	0.616	0.616	Portugal-Azores	0.000	0.197
Aruba	0.112	0.124	Guyana	0.322	0.322	Portugal-Madeira	0.000	0.197
Ascension	0.616	0.616	H Haiti	0.166	0.166	Puerto Rico	0.000	0.000
Australia	0.000	0.103	Honduras	0.176	0.176	Q Qatar	0.239	0.239
Austria	0.000	0.145	Hong Kong	0.000	0.000	R Reunion	0.093	0.093
Azerbaijan	0.145	0.145	Hungary	0.000	0.135	Romania	0.041	0.176
B Bahamas	0.000	0.000	I Iceland	0.000	0.176	Russian Federation	0.000	0.155
Bahrain	0.062	0.062	India	0.000	0.025	Rwanda	0.135	0.135
Bangladesh *	0.000	0.000	Indonesia	0.103	0.103	S Samoa (West)	0.385	0.385
Barbados	0.103	0.103	Iran	0.103	0.103	San Marino	0.000	0.000
Belarus	0.249	0.260	Iraq	0.073	0.073	Sao Tome and Principe	1033	1033
Belgium	0.000	0.239	Ireland	0.000	0.155	Saudi Arabia	0.135	0.135
Belize	0.229	0.229	Israel	0.000	0.260	Senegal	0.187	0.187
Benin	0.135	0.135	Italy	0.000	0.155	Serbia-Montenegro	0.082	0.260
Bermuda	0.073	0.073	J Jamaica	0.093	0.150	Seychelles	0.135	0.135
Bhutan	0.177	0.177	Japan	0.000	0.000	Sierra Leone	0.250	0.250
Bolivia	0.103	0.103	Jordan	0.000	0.041	Singapore	0.000	0.000
Bosnia-Herzegovina	0.166	0.260	K Kazakhstan	0.145	0.145	Slovakia	0.000	0.260
Botswana	0.114	0.114	Kenya	0.124	0.124	Slovenia	0.000	0.437
Brazil	0.000	0.035	Kiribati	0.709	0.709	Solomon Islands	0.720	0.720
Brunei Darussalam	0.031	0.031	Kuwait	0.093	0.093	Somalia	0.489	0.489
Bulgaria	0.000	0.216	Kyrgyzstan	0.125	0.125	South Africa	0.062	0.187
Burkina Faso	0.176	0.176	L Laos	0.072	0.072	South Korea	0.000	0.045
Burundi	0.114	0.114	Latvia	0.000	0.155	Spain	0.000	0.187
C Cambodia	0.103	0.103	Lebanon	0.124	0.124	Spain-Canary Islands	0.000	0.187
Cameroon	0.114	0.114	Lesotho	0.271	0.271	Sri Lanka	0.049	0.049
Canada	0.000	0.000	Liberia	0.301	0.301	St. Helena	0.917	0.917
Cape Verde	0.112	0.190	Libya	0.281	0.281	St. Kitts and Nevis	0.155	0.155
Cayman Islands	0.103	0.103	Liechtenstein	0.062	0.062	St. Lucia	0.145	0.145
Central African Republic	0.343	0.343	Lithuania	0.000	0.095	St. Pierre and Miquelon	0.229	0.229
Chad	0.155	0.155	Luxembourg	0.000	0.208	St. Vincent-Grenadines	0.145	0.145
Chile	0.000	0.000	M Macau	0.051	0.051	Sudan	0.145	0.145
China	0.000	0.000	Macedonia (FYROM)	0.114	0.312	Suriname	0.164	0.182
Christmas Island	1034	1034	Madagascar	0.239	0.239	Swaziland	0.124	0.124
Cocos (Keeling) Islands	1033	1033	Malawi	0.093	0.093	Sweden	0.000	0.103
Colombia	0.000	0.052	Malaysia	0.000	0.000	Switzerland	0.000	0.282
Comoros	0.406	0.405	Maldives	0.145	0.145	Syria	0.218	0.218
Congo	0.135	0.135	Mali	0.218	0.218	T Taiwan	0.000	0.000
Congo (Dem. Rep.)	0.364	0.365	Malta	0.093	0.312	Tajikistan	0.103	0.103
Cook Islands	0.698	0.698	Marshall Islands	0.343	0.343	Tanzania	0.135	0.135
Costa Rica	0.062	0.062	Martinique	0.041	0.041	Thailand	0.000	0.000
Cote D'Ivoire	0.218	0.219	Mauritania	0.260	0.260	Togo	0.240	0.240
Croatia	0.000	0.239	Mauritius	0.176	0.176	Tokelau	0.616	0.616
Cuba	1022	1022	Mayotte	0.406	0.406	Tonga	0.250	0.250
Cyprus	0.000	0.051	Mexico	0.000	0.000	Trinidad and Tobago	0.103	0.103
Cyprus (Turkey)	0.061	0.061	Micronesia	0.249	0.249	Tunisia	0.197	0.197
Czech Republic	0.000	0.229	Midway Islands	0.657	0.657	Turkey	0.000	0.086
D Denmark	0.000	0.208	Moldova	0.145	0.145	Turkmenistan	0.135	0.135
Diego Garcia	0.824	0.824	Monaco	0.031	0.302	Turks and Caicos Islands	0.165	0.165
Djibouti	0.427	0.427	Mongolia	0.114	0.114	Tuvalu	0.616	0.616
Dominica	0.103	0.103	Montserrat	0.165	0.165	U Uganda	0.135	0.135
Dominican Republic	0.040	0.061	Morocco	0.043	0.268	Ukraine	0.078	0.114
E East Timor	0.489	0.489	Mozambique	0.087	0.114	United Arab Emirates	0.218	0.218
Ecuador	0.104	0.135	Myanmar	0.343	0.343	United States	0.000	0.000
Egypt	0.176	0.176	N Namibia	0.103	0.103	Uruguay	0.082	0.082
El Salvador	0.124	0.124	Nauru	0.991	0.991	Uzbekistan	0.093	0.093
Equatorial Guinea	0.270	0.270	Nepal	0.218	0.218	Vanuatu	0.616	0.616
Eritrea	0.343	0.343	Netherlands	0.000	0.229	Venezuela	0.000	0.000
Estonia	0.000	0.270	Netherlands Antilles	0.124	0.124	Vietnam	0.093	0.093
Ethiopia	0.281	0.281	New Caledonia	0.333	0.333	Virgin Islands (British)	0.145	0.145
F Faroe Islands	0.176	0.176	New Zealand	0.000	0.045	Virgin Islands (U.S.)	0.020	0.020
Fiji	0.281	0.281	Nicaragua	0.166	0.166	W Wake Island	0.344	0.344
Finland	0.000	0.124	Niger	0.155	0.155	Wallis and Futuna Islands	0.824	0.824
France	0.000	0.166	Nigeria	0.145	0.145	Y Yemen	0.176	0.176
French Guiana	0.082	0.082	Niue	0.616	0.616	Z Zambia	0.062	0.061
French Polynesia	0.249	0.249	Northfolk Island	0.929	0.929	Zanzibar	0.313	0.313
G Gabon	0.104	0.104	North Korea	0.678	0.678	Zimbabwe	0.082	0.250
Gambia	0.322	0.322	Northern Mariana Islands	0.616	0.616			
Georgia	0.051	0.051	Norway	0.000	0.229			
Germany	0.000	0.176	O Oman	0.208	0.208			

In addition to unlimited voice calling with all ACN Digital Phone Service customers worldwide, you can also benefit from 0 pence per minute calling to a number of international destinations, as specified in the International rates listed above. The AUP as specified on this pricelist applies to these calls as well.

0 pence per minute is not applicable for calls to special, non geographic numbers (e.g. premium numbers, personal numbering service, shared cost numbers etc.)

* Bangladesh monthly billing cycle for fixed and mobile minutes is 1,000 minutes. Any calls exceeding 1,000 minutes will be charged as follows: Bangladesh fixed 0.02 and Bangladesh mobile 0.025

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