



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

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

Effective from May 21, 2015

The Digital Plus calling plan includes one telephone number, unlimited¹ calling to national destinations and to other ACN Digital Phone Service customers at no additional charge², 120 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	£11.59
ACN Videophone	£139.95	£14.95	£11.59
Used ACN Phone Adaptor or Videophone ³	£0.00	£14.95	£11.59

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 Plus 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 Plus 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.
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Digital Plus 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 Gibraltar	0.051	0.354	P Palestine	0.156	0.156
Albania	0.080	0.247	Greece	0.000	0.166	Panama	0.000	0.037
Algeria	0.103	0.103	Greenland	0.511	0.511	Papua New Guinea	0.511	0.511
American Samoa	0.093	0.093	Grenada	0.135	0.135	Paraguay	0.103	0.103
Andorra	0.000	0.333	Guadeloupe	0.041	0.041	Peru	0.000	0.000
Angola	0.055	0.087	Guam	0.019	0.019	Philippines	0.155	0.155
Anguilla	0.165	0.165	Guatemala	0.135	0.135	Poland	0.000	0.166
Antarctica	1.034	1.034	Guinea	0.229	0.229	Portugal	0.000	0.197
Antigua and Barbuda	0.145	0.145	Guinea-Bissau	0.616	0.616	Portugal-Azores	0.000	0.197
Argentina	0.000	0.060	Guyana	0.322	0.322	Portugal-Madeira	0.000	0.197
Armenia	0.093	0.093	H Haiti	0.166	0.166	Puerto Rico	0.000	0.000
Aruba	0.104	0.123	Honduras	0.176	0.176	Q Qatar	0.239	0.239
Ascension	0.616	0.616	Hong Kong	0.000	0.000	R Reunion	0.093	0.093
Australia	0.000	0.103	Hungary	0.000	0.135	Romania	0.000	0.176
Austria	0.000	0.145	I Iceland	0.000	0.176	Russian Federation	0.000	0.155
Azerbaijan	0.145	0.145	India	0.000	0.000	Rwanda	0.135	0.135
B Bahamas	0.000	0.000	Indonesia	0.103	0.103	S Samoa (West)	0.385	0.385
Bahrain	0.062	0.062	Iran	0.103	0.103	San Marino	0.000	0.000
Bangladesh *	0.000	0.000	Iraq	0.073	0.073	Sao Tome and Principe	1.033	1.033
Barbados	0.103	0.103	Ireland	0.000	0.155	Saudi Arabia	0.135	0.135
Belarus	0.249	0.260	Israel	0.000	0.260	Senegal	0.187	0.187
Belgium	0.000	0.239	Italy	0.000	0.155	Serbia-Montenegro	0.082	0.260
Belize	0.229	0.229	J Jamaica	0.000 **	0.000 ***	Seychelles	0.135	0.135
Benin	0.135	0.135	Japan	0.000	0.000	Sierra Leone	0.250	0.250
Bermuda	0.073	0.073	Jordan	0.000	0.000	Singapore	0.000	0.000
Bhutan	0.177	0.177	K Kazakhstan	0.145	0.145	Slovakia	0.000	0.260
Bolivia	0.103	0.103	Kenya	0.124	0.124	Slovenia	0.000	0.437
Bosnia-Herzegovina	0.166	0.260	Kiribati	0.709	0.709	Solomon Islands	0.720	0.720
Botswana	0.114	0.114	Kuwait	0.093	0.093	Somalia	0.489	0.489
Brazil	0.000	0.000	Kyrgyzstan	0.125	0.125	South Africa	0.062	0.187
Brunei Darussalam	0.031	0.031	L Laos	0.072	0.072	South Korea	0.000	0.045
Bulgaria	0.000	0.215	Latvia	0.000	0.000	Spain	0.000	0.187
Burkina Faso	0.176	0.176	Lebanon	0.124	0.124	Spain-Canary Islands	0.000	0.187
Burundi	0.114	0.114	Lesotho	0.271	0.271	Sri Lanka	0.049	0.049
C Cambodia	0.103	0.103	Liberia	0.301	0.301	St. Helena	0.917	0.917
Cameroon	0.114	0.114	Libya	0.281	0.281	St. Kitts and Nevis	0.155	0.155
Canada	0.000	0.000	Liechtenstein	0.062	0.062	St. Lucia	0.145	0.145
Cape Verde	0.112	0.182	Lithuania	0.000	0.000	St. Pierre and Miquelon	0.229	0.229
Cayman Islands	0.103	0.103	Luxembourg	0.000	0.208	St. Vincent-Grenadines	0.145	0.145
Central African Republic	0.343	0.343	M Macau	0.051	0.051	Sudan	0.145	0.145
Chad	0.155	0.155	Macedonia (FYROM)	0.114	0.312	Suriname	0.147	0.164
Chile	0.000	0.000	Madagascar	0.239	0.239	Swaziland	0.124	0.124
China	0.000	0.000	Malawi	0.093	0.093	Sweden	0.000	0.103
Cocos (Keeling) Islands	1.033	1.033	Malaysia	0.000	0.000	Switzerland	0.000	0.282
Colombia	0.000	0.051	Maldives	0.145	0.145	Syria	0.218	0.218
Comoros	0.406	0.405	Mali	0.218	0.218	T Taiwan	0.000	0.000
Congo	0.135	0.135	Malta	0.093	0.312	Tajikistan	0.103	0.103
Congo (Dem. Rep.)	0.364	0.365	Marshall Islands	0.343	0.343	Tanzania	0.135	0.135
Cook Islands	0.698	0.698	Martinique	0.041	0.041	Thailand	0.000	0.000
Costa Rica	0.062	0.062	Mauritania	0.260	0.260	Togo	0.240	0.240
Cote D'Ivoire	0.218	0.219	Mauritius	0.176	0.176	Tokelau	0.616	0.616
Croatia	0.000	0.239	Mayotte	0.406	0.406	Tonga	0.250	0.250
Cuba	1.022	1.022	Mexico	0.000	0.000	Trinidad and Tobago	0.103	0.103
Cyprus	0.000	0.051	Micronesia	0.249	0.249	Tunisia	0.197	0.197
Cyprus (Turkey)	0.061	0.061	Midway Islands	0.657	0.657	Turkey	0.000	0.085
Czech Republic	0.000	0.229	Moldova	0.145	0.145	Turkmenistan	0.135	0.135
D Denmark	0.000	0.208	Monaco	0.000	0.302	Turks and Caicos Islands	0.165	0.165
Diego Garcia	0.824	0.824	Mongolia	0.114	0.114	Tuvalu	0.616	0.616
Djibouti	0.427	0.427	Montserrat	0.165	0.165	U Uganda	0.135	0.135
Dominica	0.103	0.103	Morocco	0.042	0.267	Ukraine	0.069	0.113
Dominican Republic	0.000	0.059	Mozambique	0.069	0.113	United Arab Emirates	0.218	0.218
E East Timor	0.489	0.489	Myanmar	0.343	0.343	United States	0.000	0.000
Ecuador	0.103	0.134	N Namibia	0.103	0.103	Uruguay	0.082	0.082
Egypt	0.176	0.176	Nauru	0.991	0.991	Uzbekistan	0.093	0.093
El Salvador	0.124	0.124	Nepal	0.218	0.218	V Vanuatu	0.616	0.616
Equatorial Guinea	0.270	0.270	Netherlands	0.000	0.229	Venezuela	0.000	0.000
Eritrea	0.343	0.343	Netherlands Antilles	0.124	0.124	Vietnam	0.093	0.093
Estonia	0.000	0.270	New Caledonia	0.333	0.333	Virgin Islands (British)	0.000	0.000
Ethiopia	0.281	0.281	New Zealand	0.000	0.045	Virgin Islands (U.S.)	0.020	0.020
F Faroe Islands	0.176	0.176	Nicaragua	0.166	0.166	W Wake Island	0.344	0.344
Fiji	0.281	0.281	Niger	0.155	0.155	Wallis and Futuna Islands	0.824	0.824
Finland	0.000	0.124	Nigeria	0.145	0.145	Y Yemen	0.176	0.176
France	0.000	0.166	Niue	0.616	0.616	Z Zambia	0.062	0.061
French Guiana	0.082	0.082	Norfolk Island	0.929	0.929	Zanzibar	0.313	0.313
French Polynesia	0.249	0.249	North Korea	0.678	0.678	Zimbabwe	0.082	0.250
G Gabon	0.104	0.104	Northern Mariana Islands	0.616	0.616			
Gambia	0.322	0.322	Norway	0.000	0.229			
Georgia	0.051	0.051	O Oman	0.208	0.208			
Germany	0.000	0.176	P Pakistan	0.060	0.060			
Ghana	0.093	0.093	Palau	0.313	0.313			

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

** Jamaica monthly billing cycle for fixed minutes is 100 minutes. Any calls exceeding 100 minutes will be charged as follows: Jamaica fixed 0.12

*** Jamaica monthly billing cycle for mobile minutes is 100 minutes. Any calls exceeding 100 minutes will be charged as follows: Jamaica mobile 0.15

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