



ACN Digital Phone Service - United Kingdom - ACN Europe Call

Prices are shown in GBP incl. 20% VAT.

Effective from October 10, 2017

The ACN Europe Call tariff plan allows customers to place calls to both Landline and Mobile destinations in 31 European Countries. The base plan includes both line rental and 2000 minutes, shared between fixed line and mobile destinations. You can stop here or choose World Bundle³ which will allow you to call 1000 minutes to both fixed and mobile destinations in 40 additional countries for a low monthly rate. Your ticket to all of Europe! ACN Europe Call

| PRODUCT | ACN Equipment | Activation | Monthly fee - Base ¹ |
|---|---------------|------------|---------------------------------|
| ACN Phone Adaptor - No contract | £35.90 | £15.00 | £11.99 |
| ACN Companion (App only) - No contract | £0.00 | £15.00 | £11.99 |
| Used ACN Phone Adaptor ² | £0.00 | £15.00 | £11.99 |
| International Bolt-on Bundle ³ | | | Monthly fee - Bolt-on |
| World Bundle (1000 minutes) | | | £4.00 |

ACN Europe Call - Call Rates

Prices are shown in GBP per minute, incl. 20% VAT. All calls are charged per second. The call set-up charge is 0 GBP.

Base Plan - Out-of-Bundle Rates (After 2000 minutes, you will be charged the following per minute rates)

| Int. Destination | Standard rate | Int. Destination | Standard rate | Int. Destination | Standard rate | Int. Destination | Standard rate |
|-----------------------|---------------|------------------|---------------|--------------------|---------------|------------------------------|---------------|
| Austria | 0.070 | Finland Mobile | 0.190 | Lithuania | 0.010 | Romania Mobile | 0.100 |
| Austria Mobile | 0.190 | France | 0.070 | Lithuania Mobile | 0.013 | Slovakia | 0.010 |
| Belgium | 0.060 | France Mobile | 0.190 | Luxembourg | 0.050 | Slovakia Mobile | 0.190 |
| Belgium Mobile | 0.190 | Germany | 0.070 | Luxembourg Mobile | 0.190 | Slovenia | 0.010 |
| Bulgaria | 0.010 | Germany Mobile | 0.190 | Malta | 0.060 | Slovenia Mobile | 0.090 |
| Bulgaria Mobile | 0.090 | Greece | 0.070 | Malta Mobile | 0.190 | Spain | 0.070 |
| Croatia | 0.050 | Greece Mobile | 0.190 | Netherlands | 0.070 | Spain - Canary Islands | 0.050 |
| Croatia Mobile | 0.220 | Hungary | 0.010 | Netherlands Mobile | 0.190 | Spain Mobile | 0.190 |
| Cyprus | 0.010 | Hungary Mobile | 0.028 | Norway | 0.070 | Sweden | 0.070 |
| Cyprus Mobile | 0.140 | Iceland | 0.060 | Norway Mobile | 0.190 | Sweden Mobile | 0.190 |
| Czech Republic | 0.060 | Iceland Mobile | 0.190 | Poland | 0.010 | Switzerland | 0.070 |
| Czech Republic Mobile | 0.190 | Ireland | 0.070 | Poland Mobile | 0.014 | Switzerland Mobile | 0.252 |
| Denmark | 0.060 | Ireland Mobile | 0.190 | Portugal | 0.040 | United Kingdom | 0.010 |
| Denmark Mobile | 0.190 | Italy | 0.070 | Portugal - Azores | 0.040 | United Kingdom Mobile | 0.050 |
| Estonia | 0.060 | Italy Mobile | 0.190 | Portugal - Madeira | 0.040 | | |
| Estonia Mobile | 0.190 | Latvia | 0.013 | Portugal Mobile | 0.190 | | |
| Finland | 0.060 | Latvia Mobile | 0.090 | Romania | 0.010 | | |

World Bundle - Out-of-Bundle Rates (After 1000 minutes, you will be charged the following per minute rates)

| Int. Destination | Standard rate | Int. Destination | Standard rate | Int. Destination | Standard rate | Int. Destination | Standard rate |
|----------------------|---------------|----------------------------|---------------|---------------------------|---------------|------------------------------|---------------|
| Andorra | 0.050 | French Guiana | 0.090 | Martinique | 0.090 | Singapore | 0.010 |
| Andorra Mobile | 0.190 | French Guiana Mobile | 0.240 | Martinique Mobile | 0.150 | Singapore Mobile | 0.030 |
| Argentina | 0.010 | Gibraltar | 0.070 | Mexico | 0.010 | South Africa | 0.012 |
| Argentina Mobile | 0.090 | Gibraltar Mobile | 0.190 | Mexico Mobile | 0.090 | South Africa Mobile | 0.040 |
| Australia | 0.010 | Guadeloupe | 0.090 | Namibia | 0.200 | Taiwan | 0.050 |
| Australia Mobile | 0.100 | Guadeloupe Mobile | 0.260 | Namibia Mobile | 0.200 | Taiwan Mobile | 0.090 |
| Bangladesh | 0.020 | Hong Kong | 0.011 | New Zealand | 0.020 | Thailand | 0.011 |
| Bangladesh Mobile | 0.030 | Hong Kong Mobile | 0.015 | New Zealand Mobile | 0.190 | Thailand Mobile | 0.060 |
| Brazil | 0.010 | India | 0.010 | Pakistan | 0.050 | Turkey | 0.019 |
| Brazil Mobile | 0.090 | India Mobile | 0.010 | Pakistan Mobile | 0.070 | Turkey Mobile | 0.120 |
| Canada | 0.030 | Indonesia | 0.050 | Paraguay | 0.090 | USA | 0.030 |
| Canada Mobile | 0.030 | Indonesia Mobile | 0.090 | Paraguay Mobile | 0.170 | USA Mobile | 0.030 |
| Chile | 0.050 | Israel | 0.050 | Peru | 0.010 | Uzbekistan | 0.110 |
| Chile Mobile | 0.130 | Israel Mobile | 0.150 | Peru Mobile | 0.090 | Uzbekistan Mobile | 0.190 |
| China | 0.010 | Japan | 0.050 | Puerto Rico | 0.070 | Venezuela | 0.050 |
| China Mobile | 0.010 | Japan Mobile | 0.190 | Puerto Rico Mobile | 0.070 | Venezuela Mobile | 0.090 |
| Colombia | 0.013 | Korea (Republic of) | 0.070 | Réunion | 0.190 | Virgin Islands (U.S.) | 0.490 |
| Colombia Mobile | 0.050 | Korea (Republic of) Mobile | 0.100 | Réunion Mobile | 0.190 | Virgin Islands (U.S.) Mobile | 0.490 |
| Faroe Islands | 0.180 | Malaysia | 0.010 | Russian Federation | 0.017 | | |
| Faroe Islands Mobile | 0.180 | Malaysia Mobile | 0.011 | Russian Federation Mobile | 0.090 | | |

ACN reserves the right to change these prices in accordance with our General Terms and Conditions.

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

Prices are shown in GBP per minute, incl. 20% VAT. All calls are charged per second. The call set-up charge is 0.05 GBP incl. 20% VAT.

Excluded from Base Plan and World Bundle

| Int. Destination | Standard rate | Int. Destination | Standard rate | Int. Destination | Standard rate | Int. Destination | Standard rate |
|---------------------------------|---------------|------------------------------------|---------------|---------------------------------|---------------|------------------------------------|---------------|
| Afghanistan | 0.207 | Comoros Mobile | 0.364 | Kazakhstan | 0.072 | Panama Mobile | 0.136 |
| Afghanistan Mobile | 0.217 | Congo (Republic of the) | 0.419 | Kazakhstan Mobile | 0.126 | Philippines | 0.094 |
| Albania | 0.172 | Congo (Republic of the) Mobile | 0.419 | Kenya | 0.191 | Philippines Mobile | 0.093 |
| Albania Mobile | 0.398 | Cook Islands | 0.891 | Kenya Mobile | 0.125 | Qatar | 0.181 |
| Algeria | 0.069 | Cook Islands Mobile | 0.891 | Kosovo | 0.450 | Qatar Mobile | 0.181 |
| Algeria Mobile | 0.394 | Costa Rica | 0.028 | Kosovo-Mobile | 0.450 | Rwanda | 0.317 |
| American Samoa | 0.441 | Costa Rica Mobile | 0.056 | Kuwait | 0.065 | Rwanda Mobile | 0.283 |
| American Samoa Mobile | 0.441 | Cote D'Ivoire | 0.234 | Kuwait Mobile | 0.108 | Saint Kitts and Nevis | 0.236 |
| Angola | 0.054 | Cote D'Ivoire Mobile | 0.345 | Kyrgyzstan | 0.135 | Saint Kitts and Nevis Mobile | 0.236 |
| Angola Mobile | 0.135 | Cuba | 0.711 | Kyrgyzstan Mobile | 0.158 | Saint Lucia | 0.241 |
| Anguilla | 0.240 | Cuba Mobile | 0.711 | Lao People's Democratic Republi | 0.081 | Saint Lucia Mobile | 0.241 |
| Anguilla Mobile | 0.240 | Cyprus (Turkey) | 0.121 | Lao People's Democratic Republi | 0.081 | Saint Pierre and Miquelon | 0.194 |
| Antigua and Barbuda | 0.192 | Cyprus (Turkey) Mobile | 0.121 | Lebanon | 0.095 | Saint Pierre and Miquelon Mobile | 0.194 |
| Antigua and Barbuda Mobile | 0.219 | Democratic Rep of the Congo | 0.320 | Lebanon Mobile | 0.171 | Saint Vincent and the Grenadines | 0.237 |
| Armenia | 0.162 | Democratic Rep of the Congo Mobile | 0.306 | Lesotho | 0.397 | Saint Vincent and the Grenadines M | 0.237 |
| Armenia Mobile | 0.231 | Djibouti | 0.329 | Lesotho Mobile | 0.397 | San Marino | 0.144 |
| Aruba | 0.135 | Djibouti Mobile | 0.329 | Libya | 0.242 | San Marino Mobile | 0.144 |
| Aruba Mobile | 0.215 | Dominica | 0.180 | Libya Mobile | 0.342 | Saudi Arabia | 0.090 |
| Azerbaijan | 0.211 | Dominica Mobile | 0.180 | Liechtenstein | 0.081 | Saudi Arabia Mobile | 0.126 |
| Azerbaijan Mobile | 0.332 | Dominican Republic | 0.020 | Liechtenstein Mobile | 0.351 | Senegal | 0.306 |
| Bahamas | 0.153 | Dominican Republic Mobile | 0.081 | Macao | 0.065 | Senegal Mobile | 0.352 |
| Bahamas Mobile | 0.153 | Ecuador | 0.135 | Macao Mobile | 0.065 | Serbia | 0.131 |
| Bahrain | 0.106 | Ecuador Mobile | 0.202 | Malawi | 0.324 | Serbia Mobile | 0.131 |
| Bahrain Mobile | 0.130 | Egypt | 0.090 | Malawi Mobile | 0.354 | Somalia | 0.401 |
| Barbados | 0.217 | Egypt Mobile | 0.108 | Mali | 0.344 | Somalia Mobile | 0.301 |
| Barbados Mobile | 0.217 | El Salvador | 0.111 | Mali Mobile | 0.344 | Sri Lanka | 0.102 |
| Belarus | 0.360 | El Salvador Mobile | 0.173 | Mauritius | 0.091 | Sri Lanka Mobile | 0.102 |
| Belarus Mobile | 0.348 | Equatorial Guinea | 0.354 | Mauritius Mobile | 0.091 | Sudan | 0.204 |
| Belize | 0.236 | Equatorial Guinea Mobile | 0.354 | Mayotte | 0.441 | Sudan Mobile | 0.204 |
| Belize Mobile | 0.236 | Eritrea | 0.261 | Mayotte Mobile | 0.441 | Suriname | 0.171 |
| Benin | 0.204 | Eritrea Mobile | 0.261 | Moldova - Republic of | 0.227 | Suriname Mobile | 0.217 |
| Benin Mobile | 0.202 | Ethiopia | 0.240 | Moldova Mobile | 0.261 | Swaziland | 0.108 |
| Bermuda | 0.072 | Ethiopia Mobile | 0.261 | Monaco | 0.070 | Swaziland Mobile | 0.216 |
| Bermuda Mobile | 0.072 | Fiji | 0.198 | Monaco Mobile | 0.291 | Syrian Arab Republic | 0.082 |
| Bhutan | 0.153 | Fiji Mobile | 0.198 | Mongolia | 0.081 | Syrian Arab Republic Mobile | 0.135 |
| Bhutan Mobile | 0.153 | FYR Macedonia | 0.150 | Mongolia Mobile | 0.081 | Tajikistan | 0.155 |
| Bolivia | 0.113 | FYR Macedonia Mobile | 0.358 | Montenegro | 0.153 | Tajikistan Mobile | 0.155 |
| Bolivia Mobile | 0.190 | Georgia | 0.129 | Montenegro Mobile | 0.352 | Tanzania | 0.342 |
| Bosnia and Herzegovina | 0.116 | Georgia Mobile | 0.216 | Montserrat | 0.224 | Tanzania Mobile | 0.309 |
| Bosnia and Herzegovina Mobile | 0.340 | Ghana | 0.262 | Montserrat Mobile | 0.224 | Trinidad & Tobago Mobile | 0.177 |
| Botswana | 0.081 | Ghana Mobile | 0.204 | Morocco | 0.074 | Trinidad and Tobago | 0.090 |
| Botswana Mobile | 0.219 | Grenada | 0.186 | Morocco Mobile | 0.346 | Turkmenistan | 0.171 |
| Brunei Darussalam | 0.036 | Grenada Mobile | 0.229 | Mozambique | 0.081 | Turkmenistan Mobile | 0.171 |
| Brunei Darussalam Mobile | 0.054 | Guam | 0.441 | Mozambique Mobile | 0.255 | Turks and Caicos Islands | 0.441 |
| Burkina Faso | 0.180 | Guam Mobile | 0.441 | Myanmar | 0.261 | Turks and Caicos Islands Mobile | 0.441 |
| Burkina Faso Mobile | 0.327 | Guatemala | 0.108 | Myanmar Mobile | 0.261 | Uganda | 0.308 |
| Burundi | 0.532 | Guatemala Mobile | 0.144 | Nepal | 0.113 | Uganda Mobile | 0.250 |
| Burundi Mobile | 0.519 | Guinea | 0.409 | Nepal Mobile | 0.113 | Ukraine | 0.127 |
| Cambodia | 0.074 | Guinea Mobile | 0.409 | Netherlands Antilles | 0.171 | Ukraine Mobile | 0.228 |
| Cambodia Mobile | 0.081 | Guinea-Bissau | 0.470 | Netherlands Antilles Mobile | 0.131 | United Arab Emirates | 0.159 |
| Cameroon | 0.112 | Guinea-Bissau Mobile | 0.470 | Nicaragua | 0.171 | United Arab Emirates Mobile | 0.159 |
| Cameroon Mobile | 0.300 | Guyana | 0.261 | Nicaragua Mobile | 0.234 | Uruguay | 0.063 |
| Cape Verde | 0.178 | Guyana Mobile | 0.243 | Niger | 0.379 | Uruguay Mobile | 0.171 |
| Cape Verde Mobile | 0.276 | Haiti | 0.246 | Niger Mobile | 0.350 | Vietnam | 0.072 |
| Cayman Islands | 0.193 | Haiti Mobile | 0.269 | Nigeria | 0.090 | Vietnam Mobile | 0.081 |
| Cayman Islands Mobile | 0.193 | Honduras | 0.171 | Nigeria Mobile | 0.105 | Virgin Islands (British) | 0.441 |
| Central African Republic | 0.335 | Honduras Mobile | 0.171 | Norfolk Island | 0.711 | Virgin Islands (British) Mobile | 0.441 |
| Central African Republic Mobile | 0.335 | Iran (Islamic Republic of) | 0.114 | Norfolk Island Mobile | 0.711 | Wake Island | 0.441 |
| Chad | 0.611 | Iran (Islamic Republic of) Mobile | 0.147 | Northern Mariana Islands | 0.441 | Wake Island Mobile | 0.441 |
| Chad Mobile | 0.611 | Iraq | 0.113 | Northern Mariana Islands Mobile | 0.441 | Yemen | 0.153 |
| Christmas Island | 0.450 | Iraq Mobile | 0.175 | Oman | 0.117 | Yemen Mobile | 0.153 |
| Christmas Island Mobile | 0.450 | Jamaica | 0.098 | Oman Mobile | 0.270 | | |
| Cocos (Keeling) Islands | 0.450 | Jamaica Mobile | 0.190 | Palestine | 0.166 | | |
| Cocos (Keeling) Islands Mobile | 0.450 | Jordan | 0.106 | Palestine Mobile | 0.191 | | |
| Cocos | 0.254 | Jordan Mobile | 0.119 | Panama | 0.036 | | |

| Service Fees | One Time Fee |
|--|--------------|
| Early termination fee ⁴ | £33.95 |
| ACN Phone Adaptor full retail price ⁵ | £50.90 |
| Return Handling Charge ⁶ | £19.00 |
| Administrative Fee in the event of a late payment | £6.50 |
| Cost of Processing in case of payment other than Direct Debit, Debit Card or Credit Card | £1.85 |
| Administrative charge in case of failed payment ⁷ | £3.32 |

1. 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, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom, Australia, Canada, New Zealand, Puerto Rico, South Korea, United States. No call set-up fee applies to these ACN to ACN, on-net calls.
2. This option is only applicable for customers who already have a European ACN Phone Adaptor but do not currently have an active subscription for the service.
3. For the list of the destinations included in the Base Plan and the World Bundle, please use ACN Europe Call Rates.
4. If customer does not remain an ACN Digital Phone Service customer until the end of the initial contract period of 12 months (only in case of the 12 months contract), ACN will charge Early termination fee of 33.95 GBP 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. In the event You provide an incorrect address or fail to take possession of the shipment, ACN will deduct the cost of return shipping from your refund. The cost of return shipping is equal to the costs of shipping your order to You + 25%.
7. The fee for failed payment applies in the event that invoices are settled by the customer through direct debit or other similar means where ACN draws payment without separate action from the customer, and the payment fails for reasons attributable to the customer (e.g. lack of funds). The fee for late payment applies if the customer has to make payment by separate action (e.g. wire transfer) to ACN and the customer fails to settle an invoice in full in due time.

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