



## ACN Digital Phone Service - United Kingdom - ACN Europe Call

Prices are shown in GBP incl. 20% VAT.

Effective from April 1, 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 Bundle<sup>3</sup> 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 <sup>1</sup>
ACN Phone Adaptor - No contract	£35.90	£15.00	£11.99
Used ACN Phone Adaptor <sup>2</sup>	£0.00	£15.00	£11.99
International Bolt-on Bundle <sup>3</sup>			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	<b>United Kingdom</b>	<b>0.010</b>
Denmark Mobile	0.190	Italy	0.070	Portugal - Azores	0.040	<b>United Kingdom Mobile</b>	<b>0.050</b>
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.  
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 Companies House: 3650246, VAT Reg.No: GB 726 3623 33  
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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	0.341
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		
Comoros	0.254	Jordan Mobile	0.119	Panama	0.036		

Service Fees	One Time Fee
Early termination fee <sup>4</sup>	£33.95
ACN Phone Adaptor full retail price <sup>5</sup>	£50.90
Return Handling Charge <sup>6</sup>	£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 <sup>7</sup>	£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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