



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

Prices are shown in GBP per second, incl. 20% VAT. All calls are charged per second. The call set-up charge for National and International calls is £0.06 incl. VAT.

Effective from July 1, 2018

ACN Smart allows you to customize your calling plan to meet your specific calling needs. It all starts with a base plan that includes both line rental and 500 national or local minutes to either landline or mobile, along with Pakistan, India, and Bangladesh mobiles. You can stop here or choose one of our three international zones, which will allow you to call those countries most important to you for a low monthly rate. If you happen to use more minutes than your bundle allows, no problem! Calls outside your bundle will receive a 50% discount off our standard retail price. Save money. Save time. Be Smart. ACN Smart.

PRODUCT	ACN Equipment	Configuration and Logistics	Monthly fee - Base ¹
ACN Phone Adaptor	£35.95	£14.95	£7.99
Used ACN Phone Adaptor ²	£0.00	£14.95	£7.99
International Bolt-on Zones ³			Monthly fee - Bolt-on
Zone 1 (including 1000 minutes)			£7.50
Zone 2 (including 500 minutes)			£7.50
Zone 3 (including 250 minutes)			£7.50

Service Fees	One Time Fee
Activation ⁴	£33.95
ACN Phone Adaptor full retail price ⁵	£49.95
Relocation fee (moving house)	£33.95
Return Handling Fee ⁶	£19.00
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 (first 500 minutes)	Per Minute (after 500 minutes)
Local, Regional and National Fixed line	Mon-Sun All Times	£0.0600	£0.0000	£0.0100
National Mobile	Mon-Sun All Times	£0.0600		£0.0500
Bangladesh Mobile	Mon-Sun All Times	£0.0600		£0.0500
India Mobile	Mon-Sun All Times	£0.0600		£0.0180
Pakistan Mobile	Mon-Sun All Times	£0.0600		£0.1380

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, France, 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 International Bolt-on Zones, please use ACN Smart International Call Rates.

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. 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%.

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

**ACN Smart International Call Rates**

Prices are shown in GBP per minute, incl. 20% VAT. All calls are charged per second. The call set-up charge for National and International calls is £0.06 incl. VAT.

Zone 1

Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount
American Samoa	0.176	0.088	Estonia	0.054	0.027	Latvia	0.026	0.013	Réunion Mobile	0.176	0.088
American Samoa Mobile	0.176	0.088	Estonia Mobile	0.286	0.143	Latvia Mobile	0.162	0.081	Romania	0.020	0.010
Australia	0.020	0.010	Finland	0.090	0.045	Lithuania	0.018	0.009	Romania Mobile	0.190	0.095
Australia Mobile	0.190	0.095	Finland Mobile	0.236	0.118	Lithuania Mobile	0.026	0.013	Singapore	0.018	0.009
Austria	0.036	0.018	France	0.036	0.018	Luxembourg	0.036	0.018	Singapore Mobile	0.018	0.009
Austria Mobile	0.276	0.138	France Mobile	0.286	0.143	Luxembourg Mobile	0.286	0.143	Slovenia	0.024	0.012
Bahrain	0.096	0.048	French Guiana	0.114	0.057	Macao	0.072	0.036	Slovenia Mobile	0.172	0.086
Bahrain Mobile	0.116	0.058	French Guiana Mobile	0.156	0.078	Macao Mobile	0.072	0.036	South Africa	0.024	0.012
Bangladesh	0.040	0.020	Germany	0.036	0.018	Malaysia	0.018	0.009	South Africa Mobile	0.172	0.086
Belgium	0.036	0.018	Germany Mobile	0.286	0.143	Malaysia Mobile	0.054	0.027	South Korea	0.036	0.018
Belgium Mobile	0.286	0.143	Greece	0.036	0.018	Malta	0.096	0.048	South Korea Mobile	0.086	0.043
Bermuda	0.134	0.067	Greece Mobile	0.286	0.143	Malta Mobile	0.286	0.143	Spain	0.056	0.028
Bermuda Mobile	0.134	0.067	Guadeloupe	0.078	0.039	Martinique	0.078	0.039	Spain - Canary Islands	0.286	0.143
Bhutan	0.286	0.143	Guadeloupe Mobile	0.078	0.039	Martinique Mobile	0.078	0.039	Spain Mobile	0.286	0.143
Bhutan Mobile	0.286	0.143	Guam	0.036	0.018	Mexico	0.018	0.009	Sweden	0.036	0.018
Brazil	0.018	0.009	Guam Mobile	0.036	0.018	Mexico Mobile	0.162	0.081	Sweden Mobile	0.196	0.098
Brazil Mobile	0.060	0.030	Hong Kong	0.018	0.009	Mongolia	0.114	0.057	Switzerland	0.036	0.018
Brunei Darussalam	0.058	0.029	Hong Kong Mobile	0.040	0.020	Mongolia Mobile	0.114	0.057	Switzerland Mobile	0.286	0.143
Brunei Darussalam Mobile	0.058	0.029	Hungary	0.018	0.009	Netherlands	0.036	0.018	Thailand	0.034	0.017
Cambodia	0.114	0.057	Hungary Mobile	0.096	0.048	Netherlands Mobile	0.236	0.118	Thailand Mobile	0.036	0.018
Cambodia Mobile	0.172	0.086	Iceland	0.054	0.027	New Zealand	0.036	0.018	USA	0.020	0.010
Canada	0.036	0.018	Iceland Mobile	0.286	0.143	New Zealand Mobile	0.086	0.043	USA Mobile	0.020	0.010
Canada Mobile	0.036	0.018	India	0.020	0.010	No. Mariana Islands	0.932	0.466	Uzbekistan	0.176	0.088
China	0.018	0.009	Indonesia	0.076	0.038	No. Mariana Islands Mobile	0.932	0.466	Uzbekistan Mobile	0.176	0.088
China Mobile	0.018	0.009	Indonesia Mobile	0.134	0.067	Norway	0.036	0.018	Venezuela	0.054	0.027
Colombia	0.058	0.029	Iran	0.096	0.048	Norway Mobile	0.286	0.143	Venezuela Mobile	0.126	0.063
Colombia Mobile	0.096	0.048	Iran Mobile	0.172	0.086	Poland	0.018	0.009	Virgin Islands (U.S.)	0.036	0.018
Costa Rica	0.058	0.029	Ireland	0.020	0.010	Poland Mobile	0.026	0.013	Virgin Islands (U.S.) Mobile	0.036	0.018
Costa Rica Mobile	0.114	0.057	Ireland Mobile	0.286	0.143	Portugal	0.036	0.018			
Cyprus	0.061	0.031	Israel	0.040	0.020	Portugal - Azores	0.286	0.143			
Cyprus (Turkey) mobile	0.192	0.096	Israel Mobile	0.190	0.095	Portugal - Madeira	0.286	0.143			
Czech Republic	0.054	0.027	Italy	0.036	0.018	Portugal Mobile	0.286	0.143			
Czech Republic Mobile	0.286	0.143	Italy Mobile	0.286	0.143	Puerto Rico	0.036	0.018			
Denmark	0.036	0.018	Laos	0.054	0.027	Puerto Rico Mobile	0.036	0.018			
Denmark Mobile	0.286	0.143	Laos Mobile	0.054	0.027	Réunion	0.176	0.088			

Zone 2

Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount
Angola	0.106	0.053	Georgia Mobile	0.136	0.068	Mauritius	0.122	0.061	Russian Federation	0.028	0.014
Angola Mobile	0.164	0.082	Guatemala	0.228	0.114	Mauritius Mobile	0.122	0.061	Russian Federation Mobile	0.222	0.111
Argentina	0.018	0.009	Guatemala Mobile	0.256	0.128	Mayotte	0.772	0.386	Sri Lanka	0.164	0.082
Argentina Mobile	0.120	0.060	Japan	0.054	0.027	Mayotte Mobile	0.772	0.386	Sri Lanka Mobile	0.170	0.085
Bulgaria	0.032	0.016	Japan Mobile	0.180	0.090	Namibia	0.190	0.095	Taiwan	0.036	0.018
Bulgaria Mobile	0.172	0.086	Kenya	0.182	0.091	Namibia Mobile	0.190	0.095	Taiwan Mobile	0.150	0.075
Cyprus	0.018	0.009	Kenya Mobile	0.178	0.089	Netherlands Antilles	0.286	0.143	Vietnam	0.134	0.067
Cyprus Mobile	0.116	0.058	Kuwait	0.116	0.058	Netherlands Antilles Mobile	0.172	0.086	Vietnam Mobile	0.172	0.086
Dominican Republic	0.030	0.015	Kuwait Mobile	0.176	0.088	Pakistan	0.120	0.060	Zambia	0.116	0.058
Dominican Republic Mobile	0.112	0.056	Liechtenstein	0.104	0.052	Peru	0.018	0.009	Zambia Mobile	0.180	0.090
Georgia	0.096	0.048	Liechtenstein Mobile	0.062	0.031	Peru Mobile	0.162	0.081			

Zone 3

Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount	Int. Destination	Standard rate	Out-of-Bundle Discount
Andorra	0.072	0.036	Equatorial Guinea Mobile	0.362	0.181	Moldova - Mobile	0.244	0.122	Sudan Mobile	0.276	0.138
Andorra Mobile	0.286	0.143	Faroe Islands	0.336	0.168	Moldova - Republic of	0.244	0.122	Suriname	0.280	0.140
Anguilla	0.286	0.143	Faroe Islands Mobile	0.336	0.168	Mozambique	0.132	0.066	Suriname Mobile	0.392	0.196
Anguilla Mobile	0.286	0.143	Fiji	0.380	0.190	Mozambique Mobile	0.214	0.107	Swaziland	0.190	0.095
Armenia	0.176	0.088	Fiji Mobile	0.380	0.190	Nepal	0.172	0.086	Swaziland Mobile	0.190	0.095
Armenia Mobile	0.248	0.124	Ghana	0.120	0.060	Nepal Mobile	0.172	0.086	Syrian Arab Republic	0.172	0.086
Bahamas	0.250	0.125	Ghana Mobile	0.120	0.060	New Caledonia	0.476	0.238	Syrian Arab Republic Mobile	0.286	0.143
Bahamas Mobile	0.250	0.125	Gibraltar	0.096	0.048	New Caledonia Mobile	0.476	0.238	Tajikistan	0.196	0.098
Bolivia	0.172	0.086	Gibraltar Mobile	0.362	0.181	Palestine	0.218	0.109	Tajikistan Mobile	0.196	0.098
Bolivia Mobile	0.246	0.123	Honduras	0.286	0.143	Palestine Mobile	0.286	0.143	Trinidad and Tobago	0.260	0.130
Bolivia Mobile	0.172	0.086	Honduras Mobile	0.286	0.143	Panama	0.072	0.036	Trinidad and Tobago Mobile	0.260	0.130
Botswana	0.276	0.138	Jamaica	0.162	0.081	Panama Mobile	0.180	0.090	Turkey	0.050	0.025
Cayman Islands	0.244	0.122	Jamaica Mobile	0.240	0.120	Paraguay	0.114	0.057	Turkey Mobile	0.192	0.096
Cayman Islands Mobile	0.244	0.122	Jordan	0.136	0.068	Paraguay Mobile	0.190	0.095	Turkmenistan	0.256	0.128
Chile	0.064	0.032	Jordan Mobile	0.168	0.084	Philippines	0.172	0.086	Turkmenistan Mobile	0.256	0.128
Chile Mobile	0.246	0.123	Kazakhstan	0.058	0.029	Philippines Mobile	0.266	0.133	Uganda	0.216	0.108
Croatia	0.072	0.036	Kazakhstan Mobile	0.258	0.129	Qatar	0.286	0.143	Uganda Mobile	0.205	0.103
Croatia Mobile	0.286	0.143	Kyrgyzstan	0.228	0.114	Qatar Mobile	0.286	0.143	Ukraine	0.154	0.077
Ecuador	0.172	0.086	Kyrgyzstan Mobile	0.236	0.118	Saudi Arabia	0.118	0.059	Ukraine Mobile	0.262	0.131
Ecuador Mobile	0.264	0.132	Lesotho	0.380	0.190	Saudi Arabia Mobile	0.256	0.128	United Arab Emirates	0.224	0.112
Egypt	0.172	0.086	Lesotho Mobile	0.380	0.190	Senegal	0.177	0.089	United Arab Emirates Mobile	0.286	0.143
Egypt Mobile	0.190	0.095	Malawi	0.180	0.090	Senegal Mobile	0.219	0.110	Uruguay	0.134	0.067
El Salvador	0.228	0.114	Malawi Mobile	0.272	0.136	Slovakia	0.022	0.011	Uruguay Mobile	0.156	0.078
El Salvador Mobile	0.254	0.127	Micronesia	0.250	0.125	Slovakia Mobile	0.286	0.143	Yemen	0.228	0.114
Equatorial Guinea	0.362	0.181	Micronesia - Mobile	0.250	0.125	Sudan	0.276	0.138	Yemen Mobile	0.304	0.152

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ACN European Services Ltd.

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Excluded from International Zones

Int. Destination	Standard rate	Int. Destination	Standard rate	Int. Destination	Standard rate	Int. Destination	Standard rate
Afghanistan	0.185	Chad	0.172	Iraq	0.089	Oman Mobile	0.220
Afghanistan Mobile	0.144	Chad Mobile	0.172	Iraq Mobile	0.145	Palau	0.297
Albania	0.139	Comoros	0.257	Kosovo	0.284	Palau Mobile	0.297
Albania Mobile	0.222	Comoros Mobile	0.257	Lebanon	0.086	Rwanda	0.199
Algeria	0.048	Cote D'Ivoire	0.145	Lebanon Mobile	0.146	Rwanda Mobile	0.185
Algeria Mobile	0.232	Cote D'Ivoire Mobile	0.212	Libya	0.181	St. Kitts & Nevis	0.190
Antigua & Barbuda	0.138	Cuba	0.665	Libya Mobile	0.238	St. Kitts & Nevis Mobile	0.190
Antigua & Barbuda Mobile	0.155	Cuba Mobile	0.665	Mali	0.250	St. Lucia	0.190
Aruba	0.099	Democratic Rep of the Congo	0.197	Mali Mobile	0.250	St. Lucia Mobile	0.190
Aruba Mobile	0.141	Democratic Rep of the Congo	0.209	Marshall Islands	0.326	St. Pierre & Miquelon	0.229
Azerbaijan	0.143	Djibouti	0.276	Marshall Islands Mobile	0.326	St. Pierre & Miquelon Mob.	0.229
Azerbaijan Mobile	0.213	Djibouti Mobile	0.276	Monaco	0.048	St. Vincent & Grenadines	0.242
Barbados	0.200	Dominica	0.200	Monaco Mobile	0.245	St. Vincent & Grenadines Mob	0.242
Barbados Mobile	0.200	Dominica Mobile	0.200	Montenegro	0.093	San Marino	0.170
Belarus	0.225	Eritrea	0.181	Montenegro Mobile	0.246	San Marino Mobile	0.170
Belarus Mobile	0.228	Eritrea Mobile	0.181	Montserrat	0.158	Serbia	0.089
Belize	0.209	Ethiopia	0.181	Montserrat Mobile	0.158	Serbia Mobile	0.251
Belize Mobile	0.209	Ethiopia Mobile	0.267	Morocco	0.013	Somalia	0.238
Benin	0.162	French Polynesia	0.237	Morocco Mobile	0.238	Somalia Mobile	0.238
Benin Mobile	0.151	French Polynesia Mobile	0.237	Myanmar	0.228	Tanzania	0.212
Bosnia & Herzegovina	0.124	FYR Macedonia	0.095	Myanmar Mobile	0.228	Tanzania Mobile	0.213
Bosnia & Herzegovina Mob.	0.228	FYR Macedonia Mobile	0.276	Nicaragua	0.143	Togo	0.290
Burkina Faso	0.168	Grenada	0.200	Nicaragua Mobile	0.167	Togo Mobile	0.290
Burkina Faso Mobile	0.267	Grenada Mobile	0.200	Niger	0.222	Turks & Caicos	0.247
Cameroon	0.091	Guyana	0.219	Niger Mobile	0.148	Turks & Caicos Mobile	0.247
Cameroon Mobile	0.192	Guyana Mobile	0.238	Nigeria	0.090	Virgin Islands (British)	0.180
Cape Verde	0.106	Haiti	0.194	Nigeria Mobile	0.152	Virgin Islands (British) Mobile	0.180
Cape Verde Mobile	0.173	Haiti Mobile	0.182	Oman	0.220		

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