



United Kingdom

ACN 1 – Domestic Rates

Effective June 1, 2017

Prices are shown in pence per minute (incl. 20% VAT). All calls are charged per minute.

	Incl. VAT	Incl. VAT	Incl. VAT
Calls to fixed lines	Day	Evening	Weekend
Local Calls	10.75 ²	3.80 ²	0.00 ¹
National Calls	10.75 ²	3.80 ²	0.00 ¹
Other ACN fixed-line or DPS numbers	FREE	FREE	FREE

Fixed to Mobile Calls	Day	Evening	Weekend
T-Mobile Number ranges	14.23	6.64	6.64
Vodafone Number ranges	14.23	6.64	6.64
O ₂ Number Ranges	14.23	6.64	6.64
Orange Number Ranges	14.23	6.64	6.64
Other Providers Number Ranges	14.23	6.64	6.64

ACN 1 - Monthly subscription fee: 0.00^{3,4}

Daytime..... 7:00am to 7:00pm Monday thru Friday Evening..... 7:00pm to 7:00am Monday thru Friday Weekend..... Midnight Friday to Midnight Sunday
--

Administrative Fee in the event of a late payment	£6.50
Administrative charge in case of failed payment	£3.32
Itemized bill	£1.75
Reconnection After Suspension Charge	£18.00
Administration Fee	£1.49

Notes: Calls (excl. FREE calls and calls charged per call see footnote 1 below) are subject to a call set up charge of 15.23p (incl. VAT)

- Price per call up to 1 hour, including calls to 0845 & 0870 numbers (does not include indirect access numbers and dial-up internet access). After 1 hour local & national weekend calls are charged at 10.75p per minute, 0845 calls are 0.65p and 0870 calls are 10.75p per minute.
- During the week 0845 calls are 2.58 peak & 0.65p off peak per minute whilst 0870 calls are 10.75p peak & 3.80p off peak per minute.
- The currently listed price includes the £1.85 discount when Direct Debit is used. Without Direct Debit there will be an additional charge of £1.85 (incl. VAT) per month
- There is a minimum call usage of £2.00 (inc VAT) per month for this calling plan. This minimum call usage is billed as a monthly charge of £2.00 in combination with an allowance of £2.00 that can be used for calls.

Acceptable Usage Policy: The ACN 1 plan is for residential users only (the ACN account holder has to be identical to the owner of the line). Only natural persons are regarded as residential users. In order for the call to qualify as an ACN-2-ACN call the called person has to be an active ACN customer. An active ACN customer is defined as having placed at least one call using the ACN fixed-line or DPS service during the last 30 days. Calls to data lines (internet, VPN) are not free of charge but charged at our standard published rates.

ACN reserves the right to change these prices.

www.myacn.eu

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



United Kingdom

ACN 1 – International Rates (A - L)

Effective June 1, 2017

Rates valid for calls made from UK. Prices are shown in pounds per minute, incl. 20% VAT. Calls are charged per minute. Calls are subject to a call set up charge of 14.50p (incl. 20% VAT).

Int. Destination	Peak	Offpeak	Weekend	Int. Destination	Peak	Offpeak	Weekend
A Afghanistan	1.116	1.067	0.980	D Djibouti	0.845	0.806	0.747
Albania	0.427	0.379	0.359	Dominica	0.757	0.638	0.607
Albania Mobile	0.682	0.634	0.615	Dominican Republic	0.651	0.554	0.534
Algeria	0.427	0.379	0.359	E East Timor	1.940	1.891	1.843
American Samoa	1.312	1.254	1.163	Ecuador	0.845	0.806	0.747
Andorra	0.365	0.307	0.272	Egypt	0.796	0.689	0.621
Andorra Mobile	0.620	0.563	0.527	El Salvador	1.077	0.922	0.825
Angola	0.845	0.806	0.747	Equatorial Guinea	1.116	1.067	0.980
Anguilla	0.651	0.554	0.534	Eritrea	1.077	0.922	0.825
Antarctica	1.332	1.274	1.183	Estonia	0.505	0.476	0.427
Antigua and Barbuda	0.224	0.204	0.204	Estonia Mobile	0.760	0.731	0.682
Argentina	0.815	0.699	0.621	Ethiopia	1.077	0.922	0.825
Armenia	0.845	0.689	0.631	F Falkland Islands	0.845	0.806	0.747
Aruba	0.640	0.515	0.485	Faroe Islands	0.365	0.307	0.272
Ascension	0.845	0.806	0.747	Fiji	0.845	0.806	0.747
Australia	0.233	0.088	0.088	Finland	0.262	0.233	0.224
Australia Mobile	0.488	0.343	0.343	Finland Mobile	0.518	0.488	0.479
Austria	0.262	0.233	0.224	France	0.180	0.088	0.088
Austria Mobile	0.518	0.488	0.479	France Mobile	0.435	0.343	0.343
Azerbaijan	0.505	0.476	0.427	French Guiana	1.116	1.067	0.980
B Bahamas	0.651	0.554	0.534	French Polynesia	1.718	1.669	1.621
Bahrain	0.845	0.689	0.631	G Gabon	0.815	0.699	0.621
Bangladesh	0.150	0.150	0.150	Gambia	0.815	0.699	0.621
Barbados	0.224	0.204	0.204	Georgia	0.640	0.515	0.485
Belarus	0.505	0.476	0.427	Germany	0.180	0.088	0.088
Belarus Mobile	0.760	0.731	0.682	Germany Mobile	0.435	0.343	0.343
Belgium	0.180	0.088	0.088	Ghana	0.815	0.699	0.621
Belgium Mobile	0.435	0.343	0.343	Gibraltar	0.233	0.203	0.182
Belize	0.845	0.689	0.631	Gibraltar Mobile	0.488	0.459	0.437
Benin	0.815	0.699	0.621	Greece	0.136	0.097	0.097
Bermuda	0.224	0.204	0.204	Greece Mobile	0.391	0.352	0.352
Bhutan	0.679	0.640	0.602	Greenland	0.845	0.806	0.747
Bolivia	0.845	0.806	0.747	Greenland Mobile	1.100	1.061	1.002
Bosnia-Herzegovina	0.427	0.379	0.359	Grenada	0.224	0.204	0.204
Bosnia-Herzegovina Mobile	0.682	0.634	0.615	Guadeloupe	0.845	0.689	0.631
Botswana	0.815	0.699	0.621	Guam	1.116	1.067	0.980
Brazil	0.815	0.699	0.621	Guantanamo Bay	1.116	1.067	0.980
Brunei Darussalam	0.679	0.640	0.602	Guatemala	0.815	0.699	0.621
Bulgaria	0.427	0.379	0.359	Guinea	0.845	0.806	0.747
Bulgaria Mobile	0.682	0.634	0.615	Guinea-Bissau	1.332	1.274	1.183
Burkina Faso	0.845	0.806	0.747	Guyana	1.077	0.922	0.825
Burundi	0.845	0.806	0.747	H Haiti	1.006	0.811	0.747
C Cambodia	1.940	1.891	1.843	Honduras	0.815	0.699	0.621
Cameroon	0.815	0.699	0.621	Hong Kong	0.116	0.078	0.078
Canada	0.155	0.088	0.088	Hungary	0.262	0.233	0.224
Cape Verde	0.845	0.806	0.747	Hungary Mobile	0.518	0.488	0.479
Cayman Islands	0.651	0.554	0.534	I Iceland	0.427	0.379	0.359
Central African Republic	1.312	1.254	1.163	Iceland Mobile	0.682	0.634	0.615
Chad	1.332	1.274	1.183	India	0.243	0.213	0.213
Chile	0.815	0.699	0.621	Indonesia	0.660	0.640	0.602
China	0.224	0.204	0.204	Iran	1.077	0.922	0.825
Christmas Island	0.233	0.088	0.088	Iraq	1.077	0.922	0.825
Cocos (Keeling) Islands	0.233	0.088	0.088	Ireland	0.029	0.029	0.029
Colombia	0.845	0.806	0.747	Ireland Mobile	0.261	0.261	0.261
Comoros	1.116	1.067	0.980	Israel	0.505	0.476	0.427
Congo	1.116	1.067	0.980	Israel Mobile	0.760	0.731	0.682
Congo (Dem. Rep.)	0.845	0.806	0.747	Italy	0.213	0.088	0.088
Cook Islands	1.332	1.274	1.183	Italy Mobile	0.469	0.343	0.343
Costa Rica	0.815	0.699	0.621	J Jamaica	0.224	0.204	0.204
Cote D'Ivoire	1.077	0.922	0.825	Japan	0.097	0.068	0.068
Croatia	0.427	0.379	0.359	Jordan	1.048	0.902	0.825
Croatia Mobile	0.682	0.634	0.615	K Kazakhstan	0.660	0.621	0.573
Cuba	1.116	1.067	0.980	Kenya	0.815	0.699	0.621
Cyprus	0.233	0.194	0.194	Kiribati	1.332	1.274	1.183
Cyprus (Turkey)	0.233	0.194	0.194	Kuwait	0.845	0.689	0.631
Cyprus Mobile	0.488	0.449	0.449	Kyrgyzstan	0.660	0.621	0.573
Czech Republic	0.262	0.233	0.224	L Laos	1.312	1.254	1.163
Czech Republic Mobile	0.518	0.488	0.479	Latvia	0.505	0.476	0.427
D Denmark	0.189	0.088	0.088	Latvia Mobile	0.760	0.731	0.682
Denmark Mobile	0.444	0.343	0.343	Lebanon	1.048	0.902	0.825
Diego Garcia	1.718	1.669	1.621	Lesotho	0.815	0.699	0.621

A single rate applies for calls to both fixed and mobile numbers for destinations where a mobile rate is not shown.

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



United Kingdom

ACN 1 – International Rates (L - Z)

Effective June 1, 2017

Rates valid for calls made from UK. Prices are shown in pounds per minute, incl. 20% VAT. Calls are charged per minute. Calls are subject to a call set up charge of 14.50p (incl. 20% VAT).

Int. Destination	Peak	Offpeak	Weekend	Int. Destination	Peak	Offpeak	Weekend
L Liberia	0.815	0.699	0.621	R Romania Mobile	0.760	0.731	0.682
Libya	0.427	0.379	0.359	Russian Federation	0.505	0.476	0.427
Liechtenstein	0.192	0.182	0.171	Russian Federation Mobile	0.760	0.731	0.682
Liechtenstein Mobile	0.447	0.437	0.426	Rwanda	0.845	0.806	0.747
Lithuania	0.505	0.476	0.427	S Samoa (West)	1.718	1.669	1.621
Lithuania Mobile	0.760	0.731	0.682	San Marino	0.427	0.379	0.359
Luxembourg	0.189	0.180	0.170	Sao Tome and Principe	1.332	1.274	1.183
Luxembourg Mobile	0.444	0.435	0.425	Saudi Arabia	0.640	0.515	0.485
M Macau	0.679	0.640	0.602	Senegal	1.077	0.922	0.825
Macedonia (FYROM)	0.427	0.379	0.359	Serbia-Montenegro	0.427	0.379	0.359
Macedonia (FYROM) Mobile	0.682	0.634	0.615	Serbia-Montenegro Mobile	0.682	0.634	0.615
Madagascar	0.845	0.806	0.747	Seychelles	1.077	0.922	0.825
Malawi	0.815	0.699	0.621	Sierra Leone	0.815	0.699	0.621
Malaysia	0.407	0.379	0.359	Singapore	0.185	0.145	0.145
Maldives	1.116	1.067	0.980	Slovakia	0.262	0.233	0.224
Mali	0.845	0.806	0.747	Slovakia Mobile	0.518	0.488	0.479
Malta	0.262	0.233	0.224	Slovenia	0.427	0.379	0.359
Malta Mobile	0.518	0.488	0.479	Slovenia Mobile	0.682	0.634	0.615
Marshall Islands	1.332	1.274	1.183	Solomon Islands	1.332	1.274	1.183
Martinique	0.845	0.689	0.631	Somalia	1.332	1.274	1.183
Mauritania	1.116	1.067	0.980	South Africa	0.505	0.446	0.407
Mauritius	1.077	0.922	0.825	South Africa Mobile	0.760	0.702	0.663
Mayotte	1.077	0.922	0.825	South Korea	0.679	0.640	0.602
Mexico	0.679	0.640	0.602	Spain	0.213	0.088	0.088
Micronesia	1.332	1.274	1.183	Spain Mobile	0.469	0.343	0.343
Midway Islands	1.332	1.274	1.183	Spain-Canary Islands	0.233	0.203	0.182
Moldova	0.640	0.515	0.485	Sri Lanka	0.150	0.150	0.150
Monaco	0.345	0.287	0.252	St. Helena	1.312	1.254	1.163
Monaco Mobile	0.601	0.542	0.508	St. Kitts and Nevis	0.651	0.554	0.534
Mongolia	1.312	1.254	1.163	St. Lucia	0.224	0.204	0.204
Montserrat	0.757	0.638	0.607	St. Pierre and Miquelon	0.651	0.554	0.534
Morocco	0.427	0.379	0.359	St. Vincent-Grenadines	0.651	0.554	0.534
Morocco Mobile	0.682	0.634	0.615	Sudan	0.815	0.699	0.621
Mozambique	0.845	0.806	0.747	Suriname	1.273	1.072	0.960
Myanmar	1.116	1.067	0.980	Swaziland	0.815	0.699	0.621
N Namibia	0.815	0.699	0.621	Sweden	0.180	0.160	0.145
Nauru	1.332	1.274	1.183	Sweden Mobile	0.435	0.416	0.400
Nepal	0.679	0.640	0.602	Switzerland	0.180	0.088	0.088
Netherlands	0.180	0.088	0.088	Switzerland Mobile	0.435	0.343	0.343
Netherlands Antilles	0.640	0.515	0.485	Syria	1.048	0.902	0.825
Netherlands Mobile	0.435	0.343	0.343	T Taiwan	0.679	0.640	0.602
New Caledonia	1.718	1.669	1.621	Tajikistan	0.845	0.806	0.747
New Zealand	0.300	0.262	0.180	Tanzania	0.815	0.699	0.621
Nicaragua	1.077	0.922	0.825	Thailand	0.660	0.640	0.602
Niger	0.845	0.806	0.747	Togo	1.077	0.922	0.825
Nigeria	0.660	0.621	0.573	Tokelau	1.718	1.669	1.621
Niue	1.312	1.254	1.163	Tonga	1.312	1.254	1.163
Norfolk Island	1.116	1.067	0.980	Trinidad and Tobago	0.224	0.204	0.204
North Korea	1.332	1.274	1.183	Tunisia	0.427	0.379	0.359
Northern Mariana Islands	1.077	0.922	0.825	Turkey	0.233	0.194	0.194
Norway	0.233	0.088	0.088	Turkey Mobile	0.488	0.449	0.449
Norway Mobile	0.488	0.343	0.343	Turkmenistan	0.790	0.731	0.674
O Oman	0.845	0.689	0.631	Turks and Caicos Islands	0.757	0.638	0.607
P Pakistan	0.243	0.213	0.213	Tuvalu	1.332	1.274	1.183
Palau	1.332	1.274	1.183	U Uganda	0.815	0.699	0.621
Palestine	0.505	0.476	0.427	Ukraine	0.505	0.476	0.427
Panama	0.815	0.699	0.621	United Arab Emirates	0.640	0.515	0.485
Papua New Guinea	0.845	0.806	0.747	United States	0.145	0.088	0.088
Paraguay	0.815	0.699	0.621	Uruguay	0.815	0.699	0.621
Peru	0.815	0.699	0.621	Uzbekistan	0.660	0.621	0.573
Philippines	0.679	0.640	0.602	V Vanuatu	1.332	1.274	1.183
Poland	0.262	0.233	0.224	Venezuela	0.815	0.699	0.621
Poland Mobile	0.518	0.488	0.479	Vietnam	1.312	1.254	1.163
Portugal	0.224	0.189	0.170	Virgin Islands (British)	0.651	0.554	0.534
Portugal Mobile	0.479	0.444	0.425	Virgin Islands (U.S.)	0.651	0.554	0.534
Portugal-Azores	0.233	0.203	0.182	W Wake Island	1.940	1.891	1.843
Portugal-Madeira	0.233	0.203	0.182	Wallis and Futuna Islands	1.940	1.891	1.843
Puerto Rico	0.495	0.427	0.407	Y Yemen	1.077	0.922	0.825
Q Qatar	0.845	0.689	0.631	Z Zambia	0.815	0.699	0.621
R Reunion	0.845	0.806	0.747	Zanzibar	0.815	0.699	0.621
Romania	0.505	0.476	0.427	Zimbabwe	0.815	0.699	0.621

A single rate applies for calls to both fixed and mobile numbers for destinations where a mobile rate is not shown.