



ACN Globe Call - United Kingdom

RATE SHEET AND PRICING GUIDE

ACN DIGITAL PHONE SERVICE

SUMMARY PLAN DESCRIPTION	The ACN Globe Call tariff plan allows customers to place calls to both Landline and Mobile international destinations according to the specified bundle allocations below. For those countries listed in the large minute bundle, customers may call 1,020 minutes. In the small minute bundle, customers may call 120 minutes. Combined, that's over 1,140 minutes or 19 hours of calling time for one, low price!
MONTHLY PAYMENT OPTION YEARLY PAYMENT OPTION	£ 10.99, including VAT £ 118.00, including VAT (savings of £ 13.88 over the 12 months)
EQUIPMENT (ONE-TIME)	New ACN Phone Adaptor: £ 35.95, including VAT Used ACN Phone Adaptor: £ 0.00, including VAT ¹
CONFIG. & LOGISTICS (ONE-TIME)	New ACN Phone Adaptor: £ 14.95, including VAT Used ACN Phone Adaptor: £ 14.95, including VAT
OTHER ONE-TIME SERVICE FEES	Activation ² : £ 33.95, including VAT ACN Phone Adaptor full retail price ³ : £ 49.95, including VAT Relocation fee (moving house): £ 33.95, including VAT Return Handling Fee ⁴ : £ 19.00, including VAT 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: £ 1.52 Administrative fee in case of failed payment: £ 3.32
ACN-to-ACN, ON-NETWORK CALLS	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, and the United States. Please Note: No call set-up fee applies to these ACN to ACN, on-net calls.
CALL SET-UP CHARGE	The call set-up charge for local, regional, and national fixed line and mobile calls is £0.03, including VAT The call set-up charge for all international calls, in and out of bundle, is £0.03, including VAT
CONTRACT PERIOD	Twelve (12) Months

Large Minute Bundle: 17 Hours/ Month, equivalent to 1,020 Minutes/ Month

- Bangladesh
- Canada
- China
- France
- Germany
- Greece
- Guam
- Hong Kong
- India
- Italy
- Malaysia
- Poland
- Portugal
- Puerto Rico
- Singapore
- South Korea
- Spain
- Thailand
- United States
- US Virgin Island

Small Minute Bundle: 2 Hours/ Month, equivalent to 120 Minutes/ Month

- Australia
- Brazil
- Ghana
- Ireland
- Jamaica
- Kenya
- Pakistan
- Philippines
- South Africa
- Sri Lanka
- Zambia

19 Hours or 1,140 Minutes of Total Talk Time!

Prices effective from March 20, 2017. Prices are shown in GBP per minute, incl. 20% VAT. All calls are charged per second. ACN reserves the right to change these prices.

1. 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.

2. 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.

3. The full retail price is charged in case of replacement and in case of non-returned hardware after revocation.

4. 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 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 Globe Call Domestic Call Rates

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

Calling Rates	Day/Time	Set-Up	Per minute
Local, Regional and National Fixed line	Mon-Sun All Times	£0.0300	£0.0100
National Mobile	Mon-Sun All Times	£0.0300	£0.0500

ACN Globe Call 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 international calls is £0.03 incl. VAT.

Out-of-Bundle Rates (After 1,020 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
Bangladesh	0.022	Greece Mobile	0.190	Poland	0.010	Korea (Republic of) Mobile	0.065
Bangladesh Mobile	0.030	Guam	0.027	Poland Mobile	0.013	Spain	0.042
Canada	0.027	Guam Mobile	0.027	Portugal	0.027	Spain - Canary Islands	0.050
Canada Mobile	0.027	Hong Kong	0.011	Portugal - Azores	0.040	Spain Mobile	0.190
China	0.010	Hong Kong Mobile	0.017	Portugal - Madeira	0.040	Thailand	0.019
China Mobile	0.010	India	0.010	Portugal Mobile	0.190	Thailand Mobile	0.027
France	0.027	India Mobile	0.010	Puerto Rico	0.027	USA	0.015
France Mobile	0.190	Italy	0.027	Puerto Rico Mobile	0.027	USA Mobile	0.015
Germany	0.027	Italy Mobile	0.190	Singapore	0.010	Virgin Islands (U.S.)	0.027
Germany Mobile	0.190	Malaysia	0.010	Singapore Mobile	0.014	Virgin Islands (U.S.) Mobile	0.027
Greece	0.027	Malaysia Mobile	0.011	Korea (Republic of)	0.027		

Out-of-Bundle Rates (After 120 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
Australia	0.010	Ireland	0.015	Pakistan	0.050	Sri Lanka	0.085
Australia Mobile	0.100	Ireland Mobile	0.190	Pakistan Mobile	0.076	Sri Lanka Mobile	0.086
Brazil	0.010	Jamaica	0.090	Philippines	0.072	Zambia	0.087
Brazil Mobile	0.045	Jamaica Mobile	0.180	Philippines Mobile	0.090	Zambia Mobile	0.120
Ghana	0.120	Kenya	0.090	South Africa	0.012		
Ghana Mobile	0.156	Kenya Mobile	0.090	South Africa Mobile	0.040		

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Excluded from International Bundles

Int. Destination	Standard rate	Int. Destination	Standard rate	Int. Destination	Standard rate	Int. Destination	Standard rate
Afghanistan	0.185	Cuba	0.665	Kuwait	0.063	Panama	0.040
Afghanistan Mobile	0.146	Cuba Mobile	0.665	Kuwait Mobile	0.120	Panama Mobile	0.090
Albania	0.139	Cyprus	0.010	Kyrgyzstan	0.150	Paraguay	0.086
Albania Mobile	0.225	Cyprus Mobile	0.087	Kyrgyzstan Mobile	0.150	Paraguay Mobile	0.143
Algeria	0.048	Cyprus (Turkey)	0.104	Lao People's Democratic Republic	0.052	Peru	0.010
Algeria Mobile	0.255	Cyprus (Turkey) Mobile	0.104	Lao People's Democratic Republic M	0.052	Peru Mobile	0.090
American Samoa	0.132	Czech Republic	0.041	Latvia	0.010	Qatar	0.190
American Samoa Mobile	0.132	Czech Republic Mobile	0.190	Latvia Mobile	0.090	Qatar Mobile	0.190
Andorra	0.050	Democratic Rep of the Congo	0.199	Lebanon	0.086	Réunion	0.132
Andorra Mobile	0.190	Democratic Rep of the Congo Mobile	0.209	Lebanon Mobile	0.148	Réunion Mobile	0.132
Angola	0.060	Denmark	0.027	Lesotho	0.285	Romania	0.010
Angola Mobile	0.123	Denmark Mobile	0.190	Lesotho Mobile	0.285	Romania Mobile	0.100
Anguilla	0.170	Djibouti	0.294	Libya	0.181	Russian Federation	0.016
Anguilla Mobile	0.170	Djibouti Mobile	0.294	Libya Mobile	0.238	Russian Federation Mobile	0.119
Antigua and Barbuda	0.138	Dominica	0.200	Liechtenstein	0.053	Rwanda	0.199
Antigua and Barbuda Mobile	0.155	Dominica Mobile	0.200	Liechtenstein Mobile	0.415	Rwanda Mobile	0.206
Argentina	0.010	Dominican Republic	0.014	Lithuania	0.010	Saint Kitts and Nevis	0.190
Argentina Mobile	0.090	Dominican Republic Mobile	0.084	Lithuania Mobile	0.014	Saint Kitts and Nevis Mobile	0.190
Armenia	0.120	Ecuador	0.090	Luxembourg	0.027	Saint Lucia	0.190
Armenia Mobile	0.186	Ecuador Mobile	0.190	Luxembourg Mobile	0.190	Saint Lucia Mobile	0.190
Aruba	0.099	Egypt	0.090	Macao	0.039	Saint Pierre and Miquelon	0.229
Aruba Mobile	0.142	Egypt Mobile	0.120	Macao Mobile	0.039	Saint Pierre and Miquelon Mobile	0.229
Austria	0.027	El Salvador	0.120	Malawi	0.214	Saint Vincent and the Grenadines	0.242
Austria Mobile	0.190	El Salvador Mobile	0.190	Malawi Mobile	0.214	Saint Vincent and the Grenadines M	0.242
Azerbaijan	0.147	Equatorial Guinea	0.190	Mali	0.159	San Marino	0.242
Azerbaijan Mobile	0.225	Equatorial Guinea Mobile	0.190	Mali Mobile	0.159	San Marino Mobile	0.242
Bahamas	0.170	Eritrea	0.181	Malta	0.060	Saudi Arabia	0.059
Bahamas Mobile	0.170	Eritrea Mobile	0.181	Malta Mobile	0.190	Saudi Arabia Mobile	0.140
Bahrain	0.050	Estonia	0.041	Marshall Islands	0.326	Senegal	0.134
Bahrain Mobile	0.087	Estonia Mobile	0.190	Marshall Islands Mobile	0.326	Senegal Mobile	0.223
Barbados	0.200	Ethiopia	0.181	Martinique	0.059	Serbia	0.091
Barbados Mobile	0.200	Ethiopia Mobile	0.267	Martinique Mobile	0.059	Serbia Mobile	0.252
Belarus	0.229	Faroe Islands	0.180	Mauritius	0.090	Seychelles	0.300
Belarus Mobile	0.228	Faroe Islands Mobile	0.180	Mauritius Mobile	0.090	Seychelles Mobile	0.300
Belgium	0.027	Fiji	0.220	Mayotte	0.490	Slovakia	0.010
Belgium Mobile	0.190	Fiji Mobile	0.220	Mayotte Mobile	0.490	Slovakia Mobile	0.190
Belize	0.209	Finland	0.060	Mexico	0.010	Slovenia	0.013
Belize Mobile	0.209	Finland Mobile	0.177	Mexico Mobile	0.090	Slovenia Mobile	0.090
Benin	0.162	French Guiana	0.086	Micronesia - Federated States of	0.187	Somalia	0.238
Benin Mobile	0.159	French Guiana Mobile	0.117	Micronesia - Federated States of Mol	0.187	Somalia Mobile	0.238
Bermuda	0.080	French Polynesia	0.237	Moldova - Republic of	0.148	Sudan	0.160
Bermuda Mobile	0.080	French Polynesia Mobile	0.237	Moldova Mobile	0.182	Sudan Mobile	0.160
Bhutan	0.170	FYR Macedonia	0.095	Monaco	0.056	Suriname	0.190
Bhutan Mobile	0.170	FYR Macedonia Mobile	0.276	Monaco Mobile	0.245	Suriname Mobile	0.210
Bolivia	0.090	Georgia	0.050	Mongolia	0.086	Swaziland	0.143
Bolivia Mobile	0.150	Georgia Mobile	0.102	Mongolia Mobile	0.086	Swaziland Mobile	0.143
Bosnia and Herzegovina	0.124	Gibraltar	0.070	Montenegro	0.093	Sweden	0.027
Bosnia and Herzegovina Mobile	0.228	Gibraltar Mobile	0.190	Montenegro Mobile	0.252	Sweden Mobile	0.147
Botswana	0.090	Grenada	0.160	Montserrat	0.158	Switzerland	0.027
Botswana Mobile	0.190	Grenada Mobile	0.160	Montserrat Mobile	0.158	Switzerland Mobile	0.200
Brunei Darussalam	0.040	Guadeloupe	0.059	Morocco	0.013	Syrian Arab Republic	0.090
Brunei Darussalam Mobile	0.044	Guadeloupe Mobile	0.059	Morocco Mobile	0.269	Syrian Arab Republic Mobile	0.150
Bulgaria	0.012	Guantanamo Bay	0.929	Mozambique	0.090	Taiwan	0.027
Bulgaria Mobile	0.090	Guantanamo Bay Mobile	0.929	Mozambique Mobile	0.120	Taiwan Mobile	0.090
Burkina Faso	0.168	Guatemala	0.120	Myanmar	0.228	Tajikistan	0.120
Burkina Faso Mobile	0.267	Guatemala Mobile	0.160	Myanmar Mobile	0.228	Tajikistan Mobile	0.120
Burundi	0.322	Guinea	0.291	Namibia	0.143	Tanzania	0.212
Burundi Mobile	0.302	Guinea Mobile	0.291	Namibia Mobile	0.143	Tanzania Mobile	0.213
Cambodia	0.060	Guinea-Bissau	0.338	Nepal	0.090	Trinidad and Tobago	0.140
Cambodia Mobile	0.090	Guinea-Bissau Mobile	0.338	Nepal Mobile	0.090	Trinidad and Tobago Mobile	0.140
Cameroon	0.091	Guyana	0.219	Netherlands	0.027	Turkey	0.025
Cameroon Mobile	0.219	Guyana Mobile	0.238	Netherlands Antilles	0.190	Turkey Mobile	0.120
Cape Verde	0.145	Haiti	0.204	Netherlands Antilles Mobile	0.090	Turkmenistan	0.190
Cape Verde Mobile	0.225	Haiti Mobile	0.182	Netherlands Mobile	0.177	Turkmenistan Mobile	0.190
Cayman Islands	0.183	Honduras	0.190	New Caledonia	0.357	Turks and Caicos Islands	0.247
Cayman Islands Mobile	0.183	Honduras Mobile	0.190	New Caledonia Mobile	0.357	Turks and Caicos Islands Mobile	0.247
Central African Republic	0.329	Hungary	0.010	New Zealand	0.020	Uganda	0.205
Central African Republic Mobile	0.329	Hungary Mobile	0.023	New Zealand Mobile	0.065	Uganda Mobile	0.212
Chad	0.430	Iceland	0.041	Nicaragua	0.143	Ukraine	0.090
Chad Mobile	0.430	Iceland Mobile	0.190	Nicaragua Mobile	0.173	Ukraine Mobile	0.150
Chile	0.048	Indonesia	0.050	Niger	0.611	United Arab Emirates	0.110
Chile Mobile	0.130	Indonesia Mobile	0.090	Niger Mobile	0.217	United Arab Emirates Mobile	0.160
Colombia	0.024	Iran (Islamic Republic of)	0.031	Nigeria	0.090	Uruguay	0.070
Colombia Mobile	0.050	Iran (Islamic Republic of) Mobile	0.090	Nigeria Mobile	0.105	Uruguay Mobile	0.117
Comoros	0.257	Iraq	0.089	Northern Mariana Islands	0.490	Uzbekistan	0.110
Comoros Mobile	0.371	Iraq Mobile	0.145	Northern Mariana Islands Mobile	0.490	Uzbekistan Mobile	0.132
Congo (Republic of the)	0.305	Israel	0.027	Norway	0.027	Venezuela	0.041
Congo (Republic of the) Mobile	0.305	Israel Mobile	0.143	Norway Mobile	0.190	Venezuela Mobile	0.090
Costa Rica	0.030	Japan	0.041	Oman	0.220	Vietnam	0.070
Costa Rica Mobile	0.060	Japan Mobile	0.135	Oman Mobile	0.220	Vietnam Mobile	0.090
Cote D'Ivoire	0.148	Jordan	0.069	Palau	0.413	Virgin Islands (British)	0.180
Cote D'Ivoire Mobile	0.237	Jordan Mobile	0.120	Palau Mobile	0.413	Virgin Islands (British) Mobile	0.180
Croatia	0.050	Kazakhstan	0.044	Palestine	0.110	Yemen	0.120
Croatia Mobile	0.215	Kazakhstan Mobile	0.140	Palestine Mobile	0.150	Yemen Mobile	0.160

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