



United Kingdom

## ACN Select - Domestic rates

Effective January 8, 2018

In order to benefit from the ACN Select calling plan you must also subscribe to ACN Line Rental. You will enjoy the convenience of one invoice from ACN for all your monthly costs. Prices are shown in GBP, including 20% VAT. All monthly fees are invoiced in advance.

| Monthly Fees <sup>1</sup>   | Per Time | Per Month |
|---|----------|-----------|
| ACN Select with annual up-front Line Rental (analogue) <sup>2</sup> | 144.00   | -         |
| ACN Select with Line Rental (analogue)                              | -        | 16.00     |
| ACN Select with Line Rental (ISDN)                                  | -        | 36.00     |

Rates for all call types listed below are per minute but are charged per second.

| Fixed National calls    |                 |        |
|-------------------------|-----------------|--------|
| Call Set-Up Fee         | During the week | 0.1375 |
| Per minute <sup>4</sup> | During the week | 0.0880 |
| Call Set-Up Fee         | Weekend         | 0.0000 |
| Per minute <sup>3</sup> | Weekend         | 0.0000 |
| Fixed to Mobile calls   |                 |        |
| Call Set-Up Fee         |                 | 0.1375 |
| Per minute              | All times       | 0.1210 |

<sup>1</sup> ACN Line Rental comes with a 12-month binding period and the activation fee is discounted. If the customer does not remain an ACN 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. 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.

<sup>2</sup> This option is only for Analogue lines and only for residential customers. The up-front payment is non-refundable. The discounted line rental price lasts for 12 months and can be renewed with the purchase of a further up-front payment.

<sup>3</sup> 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 8.80p per minute, 0845 calls are 0.56p and 0870 calls are 1.10p per minute.

<sup>4</sup> During the week 0845 calls are 2.04p peak & 0.56p off peak per minute whilst 0870 calls are 8.25p peak & 1.10p off peak per minute.

### Optional Add-ons:

**Select National** - Get the first 250 minutes of all domestic landline calls included in your package and with no call set up fee for just £4.00 (incl. VAT) extra a month. After the minutes are used up each call will be charged as per the table above.

**Select Mobile** - Get the first 250 minutes of all domestic mobile calls included in your package and with no call set up fee for just £5.00 (incl. VAT) extra a month. After the minutes are used up each call will be charged as per the table above.

**Select International Zone 1** - Get the first 100 minutes of calls to 61 international destinations included, both fixed and mobile with a call set up fee for just £5.00 (incl. VAT) extra a month. After the minutes are used up each call will be charged as per the prices on page 2.

**Select International Zone 2** - Get the first 100 minutes of calls to 42 international destinations included, both fixed and mobile with a call set up fee for just £9.00 (incl. VAT) extra a month. After the minutes are used up each call will be charged as per the prices on page 2.

**Select International Zone 3** - Get the first 100 minutes of calls to 40 international destinations included, both fixed and mobile with a call set up fee for just £13.00 (incl. VAT) extra a month. After the minutes are used up each call will be charged as per the prices on page 2.

#### Zone 1

Austria, Bahamas, Bangladesh, Belgium, Bermuda, Brazil, Brunei Darussalam, Cambodia, Canada, Chile, China, Christmas Island, Cocos (Keeling) Islands, Colombia, Costa Rica, Cyprus, Cyprus (Turkey), Czech Republic, Denmark, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Lithuania, Macau, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal (incl. Azores & Madeira), Puerto Rico, Romania, San Marino, Singapore, South Korea, Spain (incl. Canary Islands), Sweden, Taiwan, Thailand, United States, Venezuela, Vietnam, Virgin Islands (U.S.).

#### Zone 2

American Samoa, Argentina, Australia, Bahrain, Burundi, Croatia, Dominican Republic, Egypt, Estonia, French Guiana, Georgia, Grenada, Guadeloupe, Iran, Jordan, Kenya, Kuwait, Kyrgyzstan, Latvia, Liechtenstein, Luxembourg, Malawi, Martinique, Mongolia, Netherlands Antilles, Nigeria, Panama, Paraguay, Peru, Russian Federation, Rwanda, Saudi Arabia, Slovakia, South Africa, Sri Lanka, Switzerland, Trinidad and Tobago, Turkey, Turkmenistan, Uganda, Uzbekistan, Zanzibar.

#### Zone 3

Albania, Andorra, Angola, Antigua and Barbuda, Armenia, Barbados, Bhutan, Bolivia, Cayman Islands, Dominica, El Salvador, Faroe Islands, Gibraltar, Guatemala, Honduras, Iraq, Jamaica, Kazakhstan, Lebanon, Mauritius, Mozambique, Namibia, Nepal, Palau, Philippines, Reunion, Slovenia, St. Lucia, Sudan, Suriname, Swaziland, Syria, Tajikistan, Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, Virgin Islands (British), Yemen, Zambia.

|   |        |
|---|--------|
| 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                                | £1.69  |

The ACN Select plan is for residential users only.  
ACN reserves the right to change these prices.

[www.myacn.eu](http://www.myacn.eu)

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United Kingdom

### ACN Select - International rates

Effective January 8, 2018

Rates are for calls made from the United Kingdom. Prices are shown in GBP per minute, including 20% VAT. All calls are charged per second. A call set-up fee of £0.1375 (incl. VAT) is applicable.

| Int. Destination          | fixed | mobile | Int. Destination         | fixed | mobile | Int. Destination                   | fixed | mobile |
|---------------------------|-------|--------|--------------------------|-------|--------|------------------------------------|-------|--------|
| <b>A</b> Afghanistan      | 1.182 | 1.445  | <b>G</b> Germany         | 0.186 | 0.429  | <b>N</b> Norway                    | 0.199 | 0.461  |
| Albania                   | 0.434 | 0.697  | Ghana                    | 0.886 | 1.149  | <b>O</b> Oman                      | 0.830 | 1.156  |
| Algeria                   | 0.434 | 0.697  | Gibraltar                | 0.230 | 0.492  | <b>P</b> Pakistan                  | 0.270 | 0.532  |
| American Samoa            | 1.414 | 1.414  | Greece                   | 0.141 | 0.404  | Palau                              | 1.414 | 1.414  |
| Andorra                   | 0.355 | 0.617  | Greenland                | 0.893 | 1.156  | Palestine                          | 0.518 | 0.781  |
| Angola                    | 0.893 | 1.156  | Grenada                  | 0.230 | 0.230  | Panama                             | 0.798 | 1.060  |
| Anguilla                  | 0.652 | 0.915  | Guadeloupe               | 0.830 | 1.093  | Papua New Guinea                   | 0.893 | 0.893  |
| Antarctica                | 1.414 | 1.414  | Guam                     | 1.182 | 1.182  | Paraguay                           | 0.798 | 1.060  |
| Antigua and Barbuda       | 0.230 | 0.492  | Guantanamo Bay           | 1.182 | 1.182  | Peru                               | 0.798 | 1.060  |
| Argentina                 | 0.798 | 1.060  | Guatemala                | 0.798 | 1.060  | Philippines                        | 0.790 | 1.053  |
| Armenia                   | 0.830 | 1.092  | Guinea                   | 0.893 | 0.893  | Poland                             | 0.295 | 0.557  |
| Aruba                     | 0.623 | 0.885  | Guinea-Bissau            | 1.414 | 1.414  | Portugal                           | 0.243 | 0.505  |
| Ascension                 | 0.893 | 0.893  | Guyana                   | 1.055 | 1.317  | Portugal-Azores                    | 0.243 | 0.505  |
| Australia                 | 0.199 | 0.458  | <b>H</b> Haiti           | 0.984 | 1.247  | Portugal-Madeira                   | 0.243 | 0.505  |
| Austria                   | 0.293 | 0.555  | Honduras                 | 0.798 | 1.060  | Puerto Rico                        | 0.495 | 0.495  |
| Azerbaijan                | 0.518 | 0.781  | Hong Kong                | 0.110 | 0.373  | <b>Q</b> Qatar                     | 0.830 | 0.830  |
| <b>B</b> Bahamas          | 0.652 | 0.652  | Hungary                  | 0.281 | 0.544  | <b>R</b> Reunion                   | 0.893 | 1.156  |
| Bahrain                   | 0.830 | 1.092  | <b>I</b> Iceland         | 0.434 | 0.697  | Romania                            | 0.548 | 0.811  |
| Bangladesh                | 0.257 | 0.520  | India                    | 0.270 | 0.532  | Russian Federation                 | 0.576 | 0.839  |
| Barbados                  | 0.255 | 0.517  | Indonesia                | 0.702 | 0.965  | Rwanda                             | 0.893 | 1.156  |
| Belarus                   | 0.548 | 0.811  | Iran                     | 1.120 | 1.380  | <b>S</b> Samoa (West)              | 1.834 | 1.834  |
| Belgium                   | 0.157 | 0.420  | Iraq                     | 1.055 | 1.317  | San Marino                         | 0.434 | 0.434  |
| Belize                    | 0.830 | 0.830  | Ireland                  | 0.148 | 0.411  | Sao Tome and Principe              | 1.414 | 1.414  |
| Benin                     | 0.798 | 1.060  | Israel                   | 0.576 | 0.839  | Saudi Arabia                       | 0.692 | 0.955  |
| Bermuda                   | 0.230 | 0.493  | Italy                    | 0.186 | 0.449  | Senegal                            | 1.055 | 1.317  |
| Bhutan                    | 0.711 | 0.711  | <b>J</b> Jamaica         | 0.241 | 0.504  | Serbia                             | 0.434 | 0.697  |
| Bolivia                   | 0.893 | 1.156  | Japan                    | 0.089 | 0.351  | Seychelles                         | 1.055 | 1.055  |
| Bosnia-Herzegovina        | 0.434 | 0.697  | Jordan                   | 1.057 | 1.320  | Sierra Leone                       | 0.798 | 1.060  |
| Botswana                  | 0.798 | 1.060  | <b>K</b> Kazakhstan      | 0.693 | 0.956  | Singapore                          | 0.190 | 0.452  |
| Brazil                    | 0.837 | 0.837  | Kenya                    | 0.886 | 1.149  | Slovakia                           | 0.266 | 0.529  |
| Brunei Darussalam         | 0.711 | 0.974  | Kiribati                 | 1.414 | 1.414  | Slovenia                           | 0.434 | 0.697  |
| Bulgaria                  | 0.459 | 0.722  | Kuwait                   | 0.830 | 1.092  | Solomon Islands                    | 1.414 | 1.414  |
| Burkina Faso              | 0.893 | 1.156  | Kyrgyzstan               | 0.693 | 0.956  | Somalia                            | 1.414 | 1.414  |
| Burundi                   | 0.893 | 1.156  | <b>L</b> Laos            | 1.389 | 1.389  | South Africa                       | 0.570 | 0.833  |
| <b>C</b> Cambodia         | 2.077 | 2.340  | Latvia                   | 0.518 | 0.781  | South Korea                        | 0.711 | 0.974  |
| Cameroon                  | 0.798 | 1.060  | Lebanon                  | 1.120 | 1.382  | Spain                              | 0.186 | 0.449  |
| Canada                    | 0.154 | 0.154  | Lesotho                  | 0.798 | 0.798  | Spain-Canary Islands               | 0.186 | 0.449  |
| Cape Verde                | 0.893 | 1.156  | Liberia                  | 0.798 | 0.798  | Sri Lanka                          | 0.866 | 1.129  |
| Cayman Islands            | 0.652 | 0.652  | Libya                    | 0.434 | 0.697  | St. Helena                         | 1.389 | 1.389  |
| Central African Republic  | 1.389 | 1.389  | Liechtenstein            | 0.200 | 0.463  | St. Kitts and Nevis                | 0.652 | 0.652  |
| Chad                      | 1.414 | 1.414  | Lithuania                | 0.518 | 0.781  | St. Lucia                          | 0.230 | 0.493  |
| Chile                     | 0.798 | 1.060  | Luxembourg               | 0.198 | 0.460  | St. Pierre and Miquelon            | 0.652 | 0.652  |
| China                     | 0.243 | 0.505  | <b>M</b> Macau           | 0.711 | 0.974  | St. Vincent-Grenadines             | 0.652 | 0.652  |
| Christmas Island          | 0.199 | 0.199  | Macedonia (FYROM)        | 0.434 | 0.697  | Sudan                              | 0.798 | 0.798  |
| Cocos (Keeling) Islands   | 0.199 | 0.199  | Madagascar               | 0.893 | 1.156  | Suriname                           | 1.241 | 1.504  |
| Colombia                  | 0.893 | 1.156  | Malawi                   | 0.798 | 1.060  | Swaziland                          | 0.798 | 0.798  |
| Comoros                   | 1.182 | 1.445  | Malaysia                 | 0.450 | 0.712  | Sweden                             | 0.201 | 0.464  |
| Congo                     | 1.182 | 1.445  | Maldives                 | 0.893 | 0.893  | Switzerland                        | 0.166 | 0.429  |
| Congo (Dem. Rep.)         | 0.893 | 1.156  | Mali                     | 0.893 | 0.893  | Syria                              | 1.057 | 1.320  |
| Cook Islands              | 1.414 | 1.414  | Malta                    | 0.281 | 0.544  | <b>T</b> Taiwan                    | 0.711 | 0.974  |
| Costa Rica                | 0.798 | 1.060  | Marshall Islands         | 1.414 | 1.414  | Tajikistan                         | 0.893 | 0.893  |
| Cote D'Ivoire             | 1.055 | 1.317  | Martinique               | 0.830 | 1.156  | Tanzania                           | 0.798 | 1.060  |
| Croatia                   | 0.434 | 0.697  | Mauritania               | 1.182 | 1.182  | Thailand                           | 0.780 | 1.043  |
| Cuba                      | 1.182 | 1.445  | Mauritius                | 1.055 | 1.055  | Togo                               | 1.055 | 1.055  |
| Cyprus                    | 0.254 | 0.517  | Mayotte                  | 1.055 | 1.317  | Tokelau                            | 1.834 | 1.834  |
| Cyprus (Turkey)           | 0.254 | 0.254  | Mexico                   | 0.711 | 0.974  | Tonga                              | 1.389 | 1.389  |
| Czech Republic            | 0.281 | 0.544  | Micronesia               | 1.414 | 1.414  | Trinidad and Tobago                | 0.230 | 0.485  |
| <b>D</b> Denmark          | 0.174 | 0.436  | Midway Islands           | 1.414 | 1.414  | Tunisia                            | 0.459 | 0.722  |
| Diego Garcia              | 1.834 | 1.834  | Moldova                  | 0.623 | 0.885  | Turkey                             | 0.254 | 0.517  |
| Djibouti                  | 0.893 | 0.893  | Monaco                   | 0.332 | 0.595  | Turkmenistan                       | 0.827 | 0.827  |
| Dominica                  | 0.757 | 0.757  | Mongolia                 | 1.389 | 1.389  | Turks and Caicos Islands           | 0.757 | 0.757  |
| Dominican Republic        | 0.652 | 0.915  | Montenegro               | 0.435 | 0.697  | Tuvalu                             | 1.414 | 1.676  |
| <b>E</b> East Timor       | 2.077 | 2.077  | Montserrat               | 0.757 | 0.757  | <b>U</b> Uganda                    | 0.798 | 1.060  |
| Ecuador                   | 0.893 | 1.156  | Morocco                  | 0.459 | 0.722  | Ukraine                            | 0.518 | 0.781  |
| Egypt                     | 0.893 | 1.156  | Mozambique               | 0.893 | 1.156  | United Arab Emirates               | 0.654 | 0.916  |
| El Salvador               | 1.055 | 1.317  | Myanmar                  | 1.182 | 1.182  | United States                      | 0.148 | 0.148  |
| Equatorial Guinea         | 1.182 | 1.182  | <b>N</b> Namibia         | 0.798 | 0.798  | Uruguay                            | 0.798 | 1.060  |
| Eritrea                   | 1.055 | 1.055  | Nauru                    | 1.414 | 1.414  | Uzbekistan                         | 0.693 | 0.956  |
| Estonia                   | 0.518 | 0.781  | Nepal                    | 0.711 | 0.711  | <b>V</b> Vanuatu                   | 1.414 | 1.414  |
| Ethiopia                  | 1.055 | 1.317  | Netherlands              | 0.186 | 0.429  | Venezuela                          | 0.798 | 1.060  |
| <b>F</b> Falkland Islands | 0.893 | 0.893  | Netherlands Antilles     | 0.623 | 0.885  | Vietnam                            | 1.389 | 1.651  |
| Faroe Islands             | 0.355 | 0.355  | New Caledonia            | 1.834 | 1.834  | Virgin Islands (British)           | 0.652 | 0.652  |
| Fiji                      | 0.893 | 0.893  | New Zealand              | 0.312 | 0.575  | Virgin Islands (U.S.)              | 0.652 | 0.652  |
| Finland                   | 0.281 | 0.544  | Nicaragua                | 1.055 | 1.317  | <b>W</b> Wallis and Futuna Islands | 1.805 | 1.805  |
| France                    | 0.166 | 0.429  | Niger                    | 0.893 | 1.156  | <b>Y</b> Yemen                     | 1.055 | 1.317  |
| French Guiana             | 1.182 | 1.445  | Nigeria                  | 0.770 | 1.033  | <b>Z</b> Zambia                    | 0.798 | 1.060  |
| French Polynesia          | 1.834 | 1.834  | Niue                     | 1.389 | 1.389  | Zanzibar                           | 0.798 | 1.061  |
| <b>G</b> Gabon            | 0.798 | 0.798  | Norfolk Island           | 1.182 | 1.182  | Zimbabwe                           | 0.886 | 1.149  |
| Gambia                    | 0.845 | 1.107  | North Korea              | 1.414 | 1.414  |                                    |       |        |
| Georgia                   | 0.623 | 0.885  | Northern Mariana Islands | 1.055 | 1.055  |                                    |       |        |