



Telephone Service Agreement (TSA) - United Kingdom

PLEASE USE BLACK INK, WRITE IN CAPITALS AND WRITE CLEARLY WITHIN THE BOXES.

Please complete in capital letters with black ink, sign and send by email to: UK.Entry@acneuro.com Or fax to: 020-77440097 Or send to: ACN European Services Ltd. - P.O. Box 427, Hounslow TW4 6DR, United Kingdom.



Independent Business Owner Name: _____ Business ID: _____ Independent Business Owner Signature: _____

UK-TSA-114

1. Customer Status

- New Customer Existing Customer
If you are an existing customer please enter your ACN account no:

If you are a current ACN Customer, your calling plan will remain the same as what you currently have unless you expressly request to change this in section 6 of this form.

2. Telephone numbers (complete either 2A or 2B)

2.A Analogue lines (include the area code)
1. _____
2. _____

2.B ISDN lines (include the area code)
Please always enter ALL numbers of your ISDN connection. It is not possible to preselect only parts of an ISDN connection.
1. Main number: _____
Additional numbers: 2.a _____ 2.b _____

3. Residential Customer

Address details must match the address on the BT invoice. (Make sure the post code field is completed as it appears on your BT invoice).

Date of Birth: DD/MM/YYYY: _____ Title: _____ First Name: _____ Initials: _____
Surname: _____ MANDATORY Email address: _____
House Name: _____ Number: _____
Street: _____
Town: _____ City: _____
Postcode: _____ Daytime Telephone No.: _____ National Insurance number: MANDATORY _____

4. Business Customer

Address details must match the address on the BT invoice. (Make sure the post code field is completed as it appears on your BT invoice).

Company name: _____ Registration number: _____
Company contact: _____ MANDATORY Email address company contact: _____
House Name: _____ Number: _____
Street: _____
Town: _____ City: _____
Postcode: _____ Contact person telephone no.: _____ VAT Number: UK _____

5. Telephone Services

Existing services will NOT be transferred automatically. Please choose the services you want from the selection below

- Line Rental Analogue Residential¹ Line Rental Analogue Residential with Up Front Payment² Line Rental Analogue Business¹ Line Rental ISDN2 Standard¹

¹ Includes CPS and a binding period of 12 months.
² Includes CPS, the advance payment is non-refundable.

Additional Services (only available with Analogue Line Rental):

- Call Waiting Ring Back Caller Display Call Diversion Reminder Call Permanent Number Withhold Answer 1571 3 Way Calling

Please refer to ACN price list for more information.

6. ACN Calling Plan

ACN Select¹ ACN Small Business Select³
 Select National² Select Mobile²
 Select International Zone 1² Select International Zone 2² Select International Zone 3²

¹ ACN Select is limited to residential customers only. ² Monthly Charge applies. See the Price List for details.
³ ACN Small Business Select is limited to small businesses only.

7. Directory Listing Options

- Full Listing*
 Ex-Directory No Calls
 Directory Enquiry Listing Only
 No Listing

* If nothing else is selected, Full Listing will be selected by default. Directory listings will reflect the information as it is entered in Sections 3 or 4.

Customer Service:
020-360-85-050
www.myacn.eu

8. Authorisation

- MANDATORY** By submitting this order, I am making a binding offer to ACN European Services Ltd. ("ACN") to purchase the selected services. I understand that ACN may reject my order for any reason and that my order is not complete until I receive a confirmation email from ACN. I have read and agree to the Terms and Conditions and the Price List for the service that I have ordered. I consent to the collection and processing of my personal data and the transfer my personal data to third parties as described in the Privacy Policy.
- MANDATORY** I authorise ACN and any other operators to take all actions necessary to activate the selected ACN Services and ACN Equipment. I direct my current local telephone provider to designate ACN as my preselected carrier for all local, national and international calls. I acknowledge that this authorisation will override any previous carrier selections that I have made. I acknowledge that it is up to me to cancel these options or forfeits with my local loop operator or previous alternative service provider(s) or operator. ACN will not be liable for any monies billed to me by the local loop operator for options I have not cancelled.
- MANDATORY** I request ACN to provision the selected services before the end of the Withdrawal Period as described in the Terms and Conditions. I understand and agree that if I retract this Agreement after my services are provisioned, I will have to pay for the services provided to me prior to the date that I withdraw.
- OPTIONAL** I consent to the collection and processing of my personal data for the purpose of receiving commercial and marketing communications and for direct marketing, scientific and market research, and public opinion polls, as further described in the Privacy Policy. I agree that my personal data may be transferred to third parties for these purposes. I understand that I may withdraw this consent at any time.
- MANDATORY** I agree to accept electronic invoicing.

I am an ACN Independent Business Owner Yes No

Customer Signature: _____ Date (DD/MM/YYYY): _____

INSTRUCTIONS FOR EXERCISING YOUR RIGHT OF WITHDRAWAL

Right to Withdraw

You have the right to withdraw from this agreement within 14 days without giving a reason. The Withdrawal Period will expire 14 days after the date of the conclusion of your contract with ACN. If You buy ACN Equipment, the Withdrawal Period expires 14 days after You receive the equipment.

To exercise your right of withdrawal, You must inform us of your decision to withdraw before the Withdrawal Period has expired. To do so, you must contact us (by post, email, telephone or online):

| By Post*: | By Email: | By Telephone: |
|--|---|--|
| ACN European Services Ltd. P.O. Box 427 Hounslow TW4 6DR United Kingdom | CPS/WLR: CS.UK@acneuro.com DPS: uk.digital@myacn.eu JOi Services: support@joitelecom.co.uk | CPS/WLR Tel 020 360 85050 DPS Tel 020 360 85051 JOi Services: 0121 227 4400 To speak with a Customer Service agent, please call the number for the service You purchased. |

* Use this address only for submitting your notice of withdrawal. Your ACN Equipment should be returned to the address indicated on the Return Merchandise Authorization form.

You may use the attached Model Withdrawal Form to advise us of your decision to withdraw, but You are not required to do so. For Carrier Preselection, Line Rental, and Digital Phone Service, You may submit the Model Withdrawal Form online at www.myacn.eu, and we will acknowledge receipt by return email.

Effects of Withdrawal

If you withdraw from this agreement, ACN will reimburse any payment received from You, including the cost of delivery of ACN Equipment purchased by You, within 14 days from the date on which You informed us of your decision to withdraw. ACN will reimburse You using the same means of payment that You used to pay us, unless otherwise agreed.

If You purchased ACN Equipment, You must return it to ACN at your cost within 14 days of exercising your right of withdrawal to obtain a refund unless ACN directs You otherwise. ACN may withhold reimbursement until we receive the ACN Equipment or You provide evidence that You have shipped it to us. ACN Equipment must be returned undamaged, in its original packaging, and with all the original contents. If You damage or fail to return ACN Equipment, You will be charged for it.

If You ask us to begin providing your ACN Services during the Withdrawal Period and We begin providing the requested ACN Service, you may still exercise your right of withdrawal; however, You will be required to pay us an amount in proportion to the services provided to You until You give notice of withdrawal.

MODEL WITHDRAWAL FORM

(Complete and return this form only if you wish to withdraw from this agreement)

To: ACN European Services Ltd.
P.O. Box 427
Hounslow TW4 6DR
United Kingdom

CPS/WLR: CS.UK@acneuro.com
DPS: uk.digital@myacn.eu
JOi Services: support@joitelecom.co.uk

I hereby give notice that I withdraw from my agreement with ACN for the provision of the following service:

| | |
|-----------------------|--|
| Customer Name: | |
| Customer Address: | |
| Customer Telephone: | |
| Account/Order Number: | |
| Order Date: | |
| Service Purchased: | |
| Customer Signature: | |
| Date: | |