



## ACN Fixed Telephony

### **1. How can I become an ACN customer?**

Simply complete the Telephone Service Agreement (TSA) together with an ACN Independent Representative. The representative will send the Agreement to ACN.

You should not cancel the subscription service with your current provider, regardless of whether you are applying to be pre-selected with ACN only or are applying for both subscription and pre-selection with ACN. Simply complete the TSA and ACN will take care of transferring the subscription service.

However, please remember to cancel any special bundles or promotional packages you have with your current CPS service to avoid any possible monthly recurring charges once you start using the ACN service.

Any additional services you have with your current subscription service will not be transferred to ACN. You can, however, request Voicemail, Number Presentation and Secret Number when applying for subscription with ACN. Other additional services can be requested following activation of your subscription service with ACN.

### **2. Can I apply for ACN's services if I do not know an Independent Representative?**

Yes, simply contact ACN's Customer Service department ([link](#))

### **3. Why doesn't ACN advertise its products and services?**

The network marketing approach ACN uses does not require the huge costs associated with traditional customer acquisition methods (telemarketing, media advertising, corporate sales force), so ACN is able to pass these cost savings to the end users.

### **4. Does ACN offer its services to businesses as well as to residential customers?**

Currently ACN does not offer a commercial product to business customers. However, many small businesses are customers of ACN. ACN can service analogue lines and ISDN-2. However, ACN can not service ISDN-30. ACN's subscription service is only available for analogue lines.

### **5. Are all calls routed via ACN?**

Yes, if you have subscription with ACN, all calls will be routed via ACN. For CPS customers, ACN will handle all calls, except calls to the emergency number 112, 099 mass calling numbers, 078 operator specific numbers, the number enquiry service 118xxx and premium rate numbers (0900, 0939, 0944). These calls will be routed via your current subscription provider.

### **6. Will I still receive an invoice from my current provider if I call via ACN?**

No, with ACN Subscription you will enjoy the convenience of one monthly invoice for both your calling costs and subscription. If you are a CPS

customer, you will continue to receive an invoice from your current provider for your subscription and for calls not routed via ACN.

**7. How often will I receive an invoice from ACN?**

You can expect to receive an invoice every month unless the invoice total is less than 50 SEK. In this case the amount will be transferred to the following month's invoice. We will however send an invoice at least once per quarter. You will be billed in arrears for your telephone usage and in advance for any monthly recurring charges. Your first invoice will include the monthly recurring charge for both the current and following month.

**8. Can I request an itemized invoice?**

ACN invoices are itemized as standard, at no additional charge. Should you no longer want to receive an itemized invoice, simply call ACN's dedicated Customer Service department ([link](#)).

**9. What payment methods do you offer?**

The most convenient and easiest way to pay your monthly ACN invoice is by Direct Debit. Should you select this preferred payment method, the amount due will be automatically debited from your bank account at the end of the month following the invoice month. To pay by Direct Debit, simply call ACN's dedicated Customer Service department ([link](#)).

Alternatively, you can use the Giro slip attached to your ACN invoice to pay your bill.

**10. How will I know when I am connected to ACN's service?**

You will receive a confirmation letter from ACN.

**11. How long does it take to get connected to ACN's service?**

You will be connected within approximately 2 weeks after we have received your completed Telephone Service Agreement.

**12. Is it possible to connect more than one telephone line with ACN?**

Yes, for each main telephone number that you would like to connect to ACN's service a separate Telephone Service Agreement must be completed. The type of line must be specified and if your number is associated with an ISDN line, the underlying ISDN numbers must be entered. If you already have an account with ACN and wish to add another phone number, simply write to ACN and include your customer number and the new phone number that you would like to be connected. Also specify if the numbers on your ACN account should remain activated or if they should be cancelled.

**13. I have ISDN. Can I connect to ACN's services?**

If you have an ISDN line, you can apply for ACN's CPS service, but subscription with ACN is not possible. ACN can provide its CPS service to customers who have ISDN-2 but not to customers who have ISDN-30. If you have ISDN-2 it is important that all your telephone numbers are entered on the Telephone Service Agreement to ensure they are all connected correctly. Please specify which telephone number is the main number and which telephone numbers are underlying numbers when completing the Agreement.

**14. How can I make changes to my ACN account?**

If you would like to order additional services with subscription, simply contact Customer Service ([link](#)).

**15. What happens if I have subscription with ACN and I move house?**

ACN requires 4 weeks advance notice to ensure the service will be transferred on the requested date. In most cases you will be assigned a new telephone number. Simply contact Customer Service to notify us of your new address ([link](#)).

**16. Can I apply for ACN's subscription service if I have ADSL with Telia?**

Yes.

**17. Can I get Internet access through ACN?**

Yes, you can get access to most Internet suppliers via ACN. Depending on the dial-up number you use you may have to change the prefix in the dialer. The call will be charged as a national call or at a special rate, depending on your Internet provider. To view our prices click here ([link](#)).

**18. Can I use the service from another company for Internet access?**

If you wish to use other telephone companies for your Internet service simply put their prefix number in front of your dial up number.

**19. Are blocking services available through ACN?**

Yes, ACN offers blocking for mobile, operator specific numbers, number enquiries, mass calling, premium rate numbers and international calls. The services available depend on whether you are a subscription or CPS customer. You can contact customer service to activate blocking after you have been connected.

**20. Is it possible to see who is calling me?**

Yes, if you have subscription with ACN you can order A-number presentation. However, you will need a telephone or a box with supporting functionality to use this service.

**21. Can I continue to use voicemail after transferring my subscription to ACN's service?**

Yes, both ACN CPS and subscription customers can order ACN's voicemail service, which can conveniently be managed online or by phone, and offers a host of value-added features.

**22. Will my number be listed in the telephone directory?**

With ACN's subscription service your telephone number will be included in the white (residential) and pink (business) pages of the telephone directory. Additional listings must be ordered and paid for separately with the publisher of the directory. CPS customers need to check with their subscription provider.

**23. What should I do if my phone services do not work properly?**

If the fault affects incoming calls there may be a fault on the phone line, in which case contact your subscription provider: ACN if you are an ACN Subscription customer or your current provider if your subscription service is not with ACN. If outgoing calls are affected you should contact ACN's Customer Service ([link](#)) and clearly state when you tried to call and the number you tried to connect to.