



Acceptable Usage Policy - “ACN Partage” and “ACN 24/7”

“ACN Partage” offers ACN residential fixed line customers non-commercial voice traffic to other ACN fixed line customers within the same country at no per minute charge (ACN-to-ACN calling).

“ACN 24/7” offers ACN residential fixed line customers non-commercial voice traffic to other fixed line and mobile numbers within the same country free of per minute charges during peak and off-peak hours. The ACN 24/7 plan comes with a call set up fee for the free Local, national, and mobile calls.

To enable ACN to offer this fantastic product, the following guidelines will be applicable:

Guidelines for “ACN Partage” :

- “ACN Partage” plan is for residential users* only.
- In order for the call to qualify as an ACN-to-ACN call (at no per minute charge) 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 service during the last 30 days.
- The following calls are not free of per minute charge but charged at normal listed rates:
 - Calls to data lines (internet, VPN)
 - Calls to mobile phones
 - International calls
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and the customer may be switched to another ACN calling plan.

Guidelines for “ACN 24/7” :

- “ACN 24/7” plan is for residential users* only.
- The following calls are not free of charge but charged at normal listed rates:
 - Calls to data lines (internet, VPN)
 - International calls
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and the customer will be switched to another ACN calling plan.

* The ACN account holder has to be identical to the owner of the line, as registered with the national operator. Only natural persons are regarded as residential users.