



# LINE RENTAL

## ADDITIONAL SERVICES GUIDE



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This informative guide outlines all the additional services available with ACN Line Rental and how you can use them to add value to your telephone service.

Some services are automatically included with ACN Line Rental at no additional charge and can be manually activated via your phone or by calling Customer Services. Other services have a monthly or one-time fee and must either be requested on your Telephone Service Agreement or by calling Customer Services.

## 01 | SERVICES INCLUDED WITH ACN LINE RENTAL

These services are included with ACN Line Rental at no additional charge but may incur call charges when used.

### 3131 KNOW WHO WAS TRYING TO CALL YOU

By dialling 3131 you can find out the telephone number of the last person who called you, as well as the date and time of the call. To call back the last person who called you simply press 5.

### AUTOMATIC CALL-BACK AUTOMATICALLY CALL BACK BUSY LINE

When the line you are calling is busy, press 5 (or R and then 5) to activate this service which automatically and conveniently calls back the number you tried to call if the line becomes available within 30 minutes following activation. This service is free of charge, but is not available for international calls and special service numbers. ACN's standard rates apply for the duration of the call depending on the destination. To deactivate the service, simply press #37#.

### WAKE-UP/REMINDER CALL PROGRAM A WAKE-UP CALL OR REMINDER BY PHONE

The Wake-Up/Reminder Call service will conveniently wake you up or remind you of significant dates or important appointments. To program a wake-up call or reminder by phone simply press \*55\*time(hhmm)#. For example, if you would like to be reminded of an appointment at 9pm press \*55\*2100# to activate the service.

### HIDDEN NUMBER PREVENT YOUR TELEPHONE NUMBER FROM BEING DISPLAYED

This service will prevent your number

from being displayed to the person you are calling. To activate this service, simply dial 3651 before the telephone number you want to call.

### REVERSE CHARGE CALL-FRANCE INCUR THE COST OF AN INCOMING CALL

To activate this service the person wanting to reverse the charges must dial 3006 followed by your telephone number and leave a voice message to identify who is calling. When you answer the call, the voice server will inform you that are receiving a reverse charge call from within France and confirm the identity of the caller. You can then either accept or reject the call.

### REVERSE CHARGE CALL-INTERNATIONAL

If you accept a reverse charges call from an International caller, you will be charged according to the rates in the country the call originates from.

### SELECTIVE OUTGOING CALL BARRING

**BAR OUTGOING CALLS TO SPECIAL NUMBERS**  
This service enables you to manually bar selected outgoing calls. To activate this service press \*34\* followed by your 4-digit personal code (0000 by default), then \* followed by the number of the required barring option (see below) and then #. You will then hear a message confirming the barring. To change your personal code press \*03\* followed by your old code. You must then enter your new code followed by \* and enter again your new code followed by #. You will then hear a message confirming the change.

duration of the calls. This service will not work if you have the Call Blocking service.

### PERMANENT CALL BARRING-AUDIOTEL BAR OUTGOING CALLS TO SPECIAL AUDIOTEL NUMBERS

This service enables you to bar calls to Audiotel Kiosque services, directory enquiries (118 xxx) and service numbers beginning with 08 9x xx xx xx.

**Audiotel Kiosque:** all Audiotel prefixes (+3672) except for 08 36 64 xx xx, 08 90 64 xx xx, 08 90 70 xx xx, 08 90 71 xx xx and 3231.

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This service enables you to bar calls

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### PERMANENT CALL BARRING-TELÉTEL BAR OUTGOING CALLS TO SPECIAL TELEMATIC NUMBERS

This service enables you to bar calls to Télétel Kiosque services and directory enquiries (118 xxx).

**Télétel Kiosque:** 3615, 3616, 3617, 3622, 08 36 01 xx xx (except for free and local cost calls), 08 36 07 xx xx, 08 36 25 xx xx, 08 36 29 xx xx and Télétel Customer Services.

## 03 | SUPPLEMENTARY SERVICES

A monthly fee applies to the following supplementary services, except for voicemail, visit [www.acneuro.com](http://www.acneuro.com) for details. These services can be ordered on the Telephone Service Agreement or by calling ACN Customer Services. Please note that it is not possible to have both the Number Presentation and Name Presentation service.

### FREE VOICEMAIL ALLOW CALLERS TO LEAVE A MESSAGE WHEN YOU CAN'T ANSWER THE PHONE

To set-up, listen to and save your messages, simply dial 3103 from your home phone.

### NUMBER PRESENTATION SEE THE TELEPHONE NUMBER OF THE PERSON CALLING YOU

Number Presentation enables the number of the person calling you to be displayed on your phone.

### NAME PRESENTATION SEE EXACTLY WHO IS CALLING YOU

With Name Presentation, the caller's name, surname and telephone number will be displayed on your phone.

### CALL WAITING KNOW WHEN SOMEONE IS CALLING YOU WHEN YOU ARE ON ANOTHER CALL

This service notifies you with an audio signal of an incoming call when you

are on another call and you can also alternate between both calls. To use this service press R and after you hear the tone press 2 to receive the incoming call. To return to your original call press R and after you hear the tone press 1. You can manually activate or de-activate this service at any time by pressing \*43# (activate) or #43# (de-activate). Please note that this service will not work if you have the Call Barring service.

### CALL FORWARDING (ALL CALLS) ANSWER YOUR CALLS WHEREVER YOU ARE

The Call Forwarding service enables you to forward your calls to another telephone line (fixed or mobile) in Metropolitan France. To activate this service press \*21\* followed by the number that you would like your calls forwarded to, then #. To deactivate this service simply press #21#. Please note that ACN's standard rates apply to the forwarded call depending on the fixed or mobile number the calls is forwarded to.

**OPTIONS 0 OR 6:** all calls allowed. This option allows you to unbar any previously barred calls.

**OPTIONS 1:** bars all calls to non-free numbers (excludes emergency numbers).

**OPTIONS 2, 3 OR 6:** bars all calls to Télétel and Audiotel Kiosque numbers and directory enquiries (118 xxx).

**OPTIONS 4:** bars all calls to Audiotel Kiosque numbers and directory enquiries (118 xxx).

**Audiotel Kiosque:** all Audiotel prefixes (+3672) except for 08 36 64 xx xx, 08 90 64 xx xx, 08 90 70 xx xx, 08 90 71 xx xx and 3231.

**Télétel Kiosque:** 3615, 3616, 3617, 3622, 08 36 01 xx xx (except for free and local cost calls), 08 36 07 xx xx, 08 36 25 xx xx, 08 36 29 xx xx and Télétel Customer Services.

**Note:** numbers with rates less than or equal to €0.06 (incl. VAT) remain authorised at all times.

## 02 | SERVICES ACTIVATED UPON REQUEST

To benefit from the following services simply call ACN Customer Services. Please note that these services may incur call charges when used.

### PERMANENT HIDDEN NUMBER PREVENT YOUR TELEPHONE NUMBER FROM BEING DISPLAYED FOR ALL CALLS

This service ensures that your telephone number is never displayed for each and every call you make without the inconvenience of having to dial 3651 to activate the Hidden Number service for each call.

### 3-WAY CALL TALK WITH 2 PEOPLE AT THE SAME TIME

This service allows you to connect another person during an ongoing call

and talk to both people at the same time or you can alternate between both calls. To connect another person during an ongoing call simply press R and dial the telephone number of that person. The person that you were originally talking to will be put on hold during this time. To alternate between both calls press R and after you hear the tone press 1 to talk to the first person or 2 to talk to the second person. To talk to both people at the same time press R and after you hear the tone press 3. Please note that ACN's standard rates apply for the

## 04 | ONE-TIME SERVICES

A one-time fee applies to the following services, visit [www.myacn.eu](http://www.myacn.eu) for details. These services can be ordered by calling ACN Customer Services.

### NEW NUMBER ANNOUNCEMENT NOTIFY CALLERS OF YOUR NEW NUMBER

This service will notify callers of your new number via a standard or personalised message if they call your old number for a defined time period (you can choose to activate this service for either 2, 6 or 12 months). To personalise the standard message, dial your old number from your fixed line and follow the instructions (the access code is 1000 by default).

### KEEP YOUR NUMBER KEEP YOUR TELEPHONE NUMBER AFTER MOVING HOUSE

This service allows you to keep the same telephone number if you move to a location in the same "Elementary Numbering Zone". Please note that

this does not guarantee that any additional services you have will be maintained when you move. Please contact ACN Customer Services for more information on what to do when moving house or visit [www.myacn.eu](http://www.myacn.eu).

### NUMBER CHANGE CHANGE YOUR EXISTING TELEPHONE NUMBER AT ANY TIME

Simply call ACN Customer Services to change your existing telephone number.

### MOVING HOUSE ACN HELPS YOU WITH YOUR MOVE!

ACN can arrange to have your fixed line transferred to your new home. For more information, please contact ACN Customer Services or visit [www.myacn.eu](http://www.myacn.eu).

