

ACN Line Rental & Additional Services

Effective March 12, 2021

Subscribe to ACN Line Rental in combination with any of our calling plans and enjoy the convenience of one invoice from ACN for all your monthly costs. Prices are shown in euros, including 20% VAT. All monthly fees are charged in advance. All one-off fees are charged in arrears. For more information about any of the services available with ACN Line Rental refer to the **Additional Services Guide** on www.myacn.eu.

Services Included at No Additional Charge

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

3131		
Automatic Call-Back		
Wake-Up/Reminder Call (Only with Analogue)		0.00
Hidden Number		
Reverse Charge Call ¹ (Only with Analogue)		
Selective Outgoing Call Barring		

Services Activated Upon Request at No Additional Charge

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

Voicemail (Only with Analogue)		
Permanent Hidden Number		0.00
3-Way Call ²		
Permanent Call Barring (Audiotel & Télétel Numbers)		

Supplementary Services

A monthly fee applies to the following supplementary services, which can be ordered by calling ACN Customer Services. Please note that these services may incur call charges when used.

Call Waiting	Per month (Free of charge with ISDN)	1.51
Call Forwarding ³	Per month	1.51
Number Presentation ⁴	Per month (Free of charge with ISDN)	1.51
Name Presentation ⁴	Per month (Free of charge with ISDN)	2.30

One-Time Services

A one-time fee applies to the following services, which can be ordered by calling ACN Customer Services.

New Number Announcement	2 months	6.01
New Number Announcement	6 months	18.05
New Number Announcement	12 months	36.11
Number Change		15.04

Move House Services

Single Analogue Line Activation on an existing line ⁵	70.80
--	-------

ISDN Line Activation on an existing line ⁵	103.34
---	--------

France Telecom (FT) engineer visit ⁶ Relocation with the same telephone number ⁷	As per FT charges	25.07
---	-------------------	-------

Late payment administration fee:	€ 7.50
Administrative charge in case of failed payment:	€ 4.00
Payment processing fee:	€ 2.01
Credit for payments made by recurring payment method such as Direct Debit, Debit Card or Credit Card:	€ 2.01

¹ Refer to the Additional Services Guide on www.myacn.eu for more information on charges related to this service.

² This service is charged per call and each call is charged according to the applicable rates and charging mechanisms per selected calling plan for the destination of the call.

³ Activation charge: € 0.11 per activation. Deactivation: free of charge. Call forwarded calls are charged according to the applicable rates and charging mechanisms per selected calling plan for the destination that the call is forwarded to.

⁴ In order to use either of these services you must have a telephone that is compatible with the use of these services.

⁵ Please note that this does not include any engineer visits or travel expenses that may occur.

⁶ Please note that if there is not an existing connection to the France Telecom network at this address (in case for instance of building a new house, renovating a house, or defect network) a France Telecom engineer will have to come to the address to install/reactivate the line. There may be extra costs involved in these types of connections and for customers living in areas that are difficult to access there may be additional costs involved. ACN recommends that in these cases you first discuss your specific requirements with France Telecom

⁷ Please note that this may not be technically possible in all cases. If you are moving within the same area code then ACN will do its best to try and ensure that you will keep your existing telephone number