



Service Card

Carrier Pre-Selection (CPS)

Valid from March 5th, 2014

Monthly cost of the offer <i>(Prix mensuel de l'offre)</i>	<p>ACN Select No monthly charge or ACN Essentiel* No monthly charge or ACN Partage €1.23/month (incl. VAT) or ACN Evolution €1,98/month (incl. VAT) or ACN 2H €3,91/month (incl. VAT) or ACN Small Business Select No monthly charge or ACN Pro €5,83/month (excl. VAT)</p> <p>For call costs and further information, please refer to the specific rate sheet.</p> <p>* Subject to a minimum call usage of € 2.01</p> <p>Please note that ACN 24/7 is only available in combination with ACN Line Rental. For further information please refer to the Service Card for Line Rental with CPS.</p>
Minimum contract period <i>(Durée minimale d'engagement)</i>	No minimum contract period.
Description of the offer <i>(Description de l'offre)</i>	<p>With this offer customers can choose an alternative service provider to France Telecom without having to change their telephone number, dial an access code (prefix number) or use special equipment. This is called 'Carrier Pre-Selection' (CPS) and means that all outgoing calls will be routed via ACN and will be charged by ACN with the exception of the following destinations:</p> <ul style="list-style-type: none">- National free phone numbers, i.e. non-geographical 08xxx numbers- Dial-up Internet access- Minitel (34xx, 35xx, 36xx, 37xx)- Emergency calls (starting with 15xx, 17xx, 18xx)- France Telecom specific services (voicemail) <p>Calls to the above exceptions will not be connected or charged by ACN and will not appear on your ACN invoice.</p> <p>Please refer to the specific rate sheet for further information.</p>
Set-up costs <i>(Frais de mise en service)</i>	There are no set-up costs for ACN's CPS service.
Indicative timeframe to deliver the service <i>(Délai indicatif de mise à disposition)</i>	The indicative timeframe to deliver the service is approximately 10-14 working days after receiving the completed Telephone Service Agreement.

Warranty deposit	There is no warranty deposit required.
Billing <i>(Facturation)</i>	Monthly fees are charged in advance, with pro rata charging for the first month. Call charges are billed in arrears.
Customer's right to cancel <i>(Conditions de résiliation a l'initiative du client)</i>	The Customer may end the contract with ACN at any time by giving 30 days written notice.
Customer Services <i>(Service Clients)</i>	The ACN Customer Services department is available Monday to Friday between 08.30 and 19.00 (free from fixed lines in metropolitan France). Customer Services: +33970733258
Available Calling Options	Avantage International is an additional option for all calling plans mentioned above and offers 50% discount for International calls to more than 200 destinations. Please refer to the International rates of the specific calling plan for details. This option has a monthly fee of €2,00 (incl. VAT).

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