



# 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.

### 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 \*31\* or 131 before the telephone number you want to call. Please note that the calling telephone number is always visible when you call the emergency services number 112.

### REVERSE CHARGE CALL

#### INCUR THE COST OF AN INCOMING CALL

**Netherlands:** To activate this service the person wanting to reverse the charges must dial 0800-0101 and press 2. Instructions can then be selected in Dutch (press 1) or in English (press 2). The person will then be instructed to enter the full number (including area code) followed by a # and then record his/her name. When you answer the call, the voice server will inform you that you are receiving a reverse charge call from within the Netherlands and confirm the identity of the caller. You can then either accept or reject the 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.

### CALL FORWARDING

#### ANSWER YOUR CALLS WHEREVER YOU ARE

**Direct:** This service enables you to forward your calls directly to another telephone line (fixed or mobile) in the Netherlands. To activate this service press \*21\* followed by the number that you would like your calls forwarded to, then press the # key. To deactivate this service simply press #21#.

**Example:** If you would like to forward all calls to the mobile number 06 12345678 you would dial \*21\*0612345678#. In order to deactivate the call forwarding request you would simply press #21#.

**Delayed:** This service enables you to decide whether you would like to forward your calls to another telephone line (fixed or mobile) in the Netherlands or answer them directly. Your phone will ring 5 times before transferring the call to your selected destination. To activate this service press \*61\* followed by the number that you would like your calls forwarded to, then press the # key. To deactivate this service simply press #61#.

Please note that ACN's standard rates apply to the forwarded call depending on the fixed or mobile number the calls is forwarded to.

## 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.

### CALL BLOCKING

#### BLOCK SELECTED TYPES OF OUTGOING CALLS

This service enables you to block calls made from your line to chargeable service/premium rated numbers and international calls:



#### b1) 0900, 0909 and 0906 Blocking

With this option you can block all calls to chargeable service numbers, including general information numbers (0900 prefix numbers), entertainment and premium rated services (0909 prefix numbers) and erotic/x-rated services (0906 prefix numbers). The numbers with the following prefixes and ranges are blocked; 0900, 0909, 0906, 0800-406, 0800-41, 0800-43, 0800-46, 0800-49.

#### b2) 0909 and 0906 Blocking

All calls to entertainment and premium rated services (0909 prefix numbers) and erotic/x-rated services (0906 prefix numbers) can be blocked with this option. Calls to general information numbers (0900) can still be made. The numbers with the following prefixes and ranges are blocked; 0909, 0906, 0800-406, 0800-41, 0800-43, 0800-46, 0800-49.

#### b3) 0906 Blocking

This option blocks all calls to erotic/x-rated services (0906 prefix numbers). Calls to general information numbers (0900) and non-erotic entertainment premium rated services can still be made. The numbers with the following prefixes and ranges are blocked; 0906, 0800-406, 0800-41, 0800-43, 0800-46, 0800-49.

#### a) International Blocking

When this service is activated all numbers starting with + or 00 (or to the international operator on 0800 0410) are automatically blocked from being called. If dialled you will hear "Het door u gekozen nummer is voor deze aansluiting geblokkeerd".

#### b) Chargeable Services/ Premium Rated Numbers Blocking

You have the choice of the following options if you would like to block calls to chargeable service/premium rated numbers:

## 03 | SUPPLEMENTARY SERVICES

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

### NUMBER PRESENTATION

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

Number Presentation enables the number and name of the person calling you to be displayed on your phone; you must however ensure that your phone supports this service.

**Please note:** It may occur that numbers are not displayed on your phone, even if you have activated this service, for one of the following reasons;

(i) the caller has blocked caller display;

(ii) the caller is calling from outside of the Netherlands and the operator in that country is not sending the number;

(iii) the caller is using the Collect Call facility or

(iv) you have both Number Presentation and Call Waiting activated on your line and when a second call is received the number is unable to be displayed. If any of the above occur you will usually see a row of 0s or \*s on your phone's display or you may see the text "Nummer niet beschikbaar".

### 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 to receive the incoming call. To return to your original call press R.

