



The Netherlands

## ACN Friends & Family - Domestic rates

Effective July 25, 2018

Prices are shown in euros, including 21% VAT. All monthly costs are invoiced in advance.

Monthly Fees	
ACN Friends & Family + Line Rental (analogue)	22.20
ACN Friends & Family + Line Rental (ISDN 1 or 2)	30.20
ACN Friends & Family only <sup>2</sup>	0.00

Rates for all call types listed below are per minute but are charged per second. Indicated call set-up fees apply for each call.

	Set-Up Fee	Peak	Evening	Weekend
		Mon to Fri 0800-2000	Mon to Fri 2000-0800	Sat & Sun 0000-2400
<b>Fixed to Fixed calls</b>				
Local calls	0.1113	0.0807	0.0807	0.00
Local calls to other active ACN Customers <sup>1</sup>	0.1113	0.00	0.00	0.00
National calls	0.1113	0.0807	0.0807	0.00
National calls to other active ACN Customers <sup>1</sup>	0.1113	0.00	0.00	0.00
<b>Fixed to Mobile calls</b>				
	0,1113	0,2644	0,2644	0,2644
<b>Internet calls</b>				
	0.0549	0.0458	0.0458	0.0458

Late Payment Administrative Fee	7.50
Administrative charge in case of payment other than Direct Debit, Debit Card or Credit Card	0.50
Administrative charge in case of failed payment	4.00
Administrative Fee	2.29

**Acceptable Usage Policy:** ACN Friends & Family offers ACN residential fixed line customers' non-commercial voice traffic to other active ACN fixed line customers within the same country free of per minute charges. The ACN Friends & Family plan is for residential users only. (If the customer does not have ACN's line rental service they must be identical to the owner of the line, as registered with the current line rental provider. Only natural persons are regarded as residential users). Calls to data lines (internet, VPN) are not free or charge but are charged according to our standard rates.

<sup>1</sup>In order for the call to qualify as an ACN Friends & Family call (free of per minute charges) 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.

<sup>2</sup>There is a minimum call usage of EUR 2.75 (inc VAT) per month for this calling plan. This minimum call usage is billed as a monthly charge of EUR 2.75 in combination with an allowance of EUR 2.75 to be used for calls.

Calls to service numbers (including premium rated numbers) are charged according to the rates of the owner of the service.

ACN reserves the right to change these prices.

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