



The Netherlands

## ACN One Family Plus - Domestic rates

Effective January 27, 2020

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

Monthly Fees	
ACN One Family Plus (CPS only) <sup>2</sup>	0.00
ACN One Family Plus + Line Rental (analogue)	22.20
ACN One Family Plus + Line Rental (ISDN 1 or 2)	30.20
ACN-2-ACN calling option	2.03

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

	Peak	Evening	Weekend
	Mon to Fri 08:00-2000	Mon to Fri 20:00-0800	Sat & Sun 00:00-2400
<b>All National calls - Fixed lines and Mobiles</b>			
Local, National calls	0.1560	0.1560	0.0000 <sup>3</sup>
Local, National Set up Fee	0.1175	0.1175	0.0000 <sup>3</sup>
Mobile calls	0.1650	0.1650	0.0000 <sup>3</sup>
Mobile Set up Fee	0.1236	0.1236	0.0000 <sup>3</sup>
ACN-2-ACN calls <sup>4</sup>	0.0000	0.0000	0.0000
ACN-2-ACN set up fee	0.1175	0.1175	0.0000
<b>Internet calls</b>	<b>Set up Fee</b>		
	0.0549	0.0457	0.0457
Activation <sup>1</sup>			0.00
Administrative Fee in the event of a late payment			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
Reconnection after suspension charge (Line Rental)			25.00
Administrative Fee			2.50

<sup>1</sup> There is an activation fee of € 25.00 (inc. VAT) which is not charged if the customer commits and complies with a period of 12 months on the calling plan. For existing ACN customers wishing to change to this calling plan there is also an activation charge of € 25.00 (inc. VAT) but it is waived providing the customer remains with ACN for at least 12 months following the change.

<sup>2</sup> There is a minimum call usage of EUR 3.85 (inc VAT) per month for this calling plan. This minimum call usage is billed as a monthly charge of EUR 3.85 in combination with an allowance of EUR 3.85 to be used for calls.

<sup>3</sup> Free calls are limited to 1,000 minutes per month, after which the per minute rate is the same as peak (0.1490 per minute).

<sup>4</sup> In order for the call to qualify as an ACN-2-ACN 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 service during the last 30 days.

**Acceptable Usage Policy: ACN One Family Plus with ACN2ACN** offers ACN residential fixed line customers' non-commercial voice traffic to other active ACN fixed line or digital phone service customers within the same country free of per minute charges. The **ACN One Family Plus with ACN2ACN** 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.

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.

[www.myacn.eu](http://www.myacn.eu)

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The Netherlands

# ACN One Family Plus- International rates

Effective January 27, 2020

Rates valid for calls made from the Netherlands. Prices are shown in euro per minute, including 21% VAT. All calls are charged per second. A call set-up fee of €0.1016 (incl. 21% VAT) applies.

Int. Destination	fixed	mobile	Int. Destination	fixed	mobile	Int. Destination	fixed	mobile
<b>A</b> Afghanistan	1.07	1.07	<b>G</b> Germany	0.071	0.325	<b>P</b> Pakistan	1.07	1.07
Albania	0.458	0.712	Ghana	1.07	1.07	Palau	1.07	1.07
Algeria	0.712	0.712	Gibraltar	0.163	0.417	Palestine	0.458	0.458
American Samoa	1.07	1.07	Greece	0.163	0.417	Panama	1.07	1.07
Andorra	0.163	0.417	Greenland	1.779	1.779	Papua New Guinea	1.779	1.779
Angola	1.07	1.07	Grenada	1.07	1.07	Paraguay	1.07	1.07
Anguilla	1.07	1.07	Guadeloupe	1.07	1.07	Peru	1.07	1.07
Antarctica	1.779	1.779	Guam	1.07	1.07	Philippines	1.07	1.07
Antigua and Barbuda	1.07	1.07	Guantanamo Bay	1.07	1.07	Poland	0.458	0.712
Argentina	1.07	1.07	Guatemala	1.07	1.07	Portugal	0.163	0.417
Armenia	1.07	1.07	Guinea	1.07	1.07	Portugal-Azores	0.163	0.163
Aruba	0.712	0.712	Guinea-Bissau	1.525	1.525	Portugal-Madeira	0.163	0.163
Ascension	1.07	1.07	Guyana	1.07	1.07	Puerto Rico	1.07	1.07
Australia	0.163	0.417	<b>H</b> Haiti	1.07	1.07	<b>Q</b> Qatar	1.07	1.07
Austria	0.071	0.325	Honduras	1.07	1.07	<b>R</b> Reunion	1.07	1.07
Azerbaijan	1.07	1.07	Hong Kong	0.458	0.458	Romania	0.458	0.712
<b>B</b> Bahamas	1.07	1.07	Hungary	0.163	0.417	Russian Federation	0.458	0.712
Bahrain	1.07	1.07	<b>I</b> Iceland	0.071	0.325	Rwanda	1.07	1.07
Bangladesh	1.07	1.07	India	1.07	1.07	<b>S</b> Samoa (West)	1.07	1.07
Barbados	1.07	1.07	Indonesia	0.458	0.458	San Marino	0.163	0.163
Belarus	0.458	0.712	Iran	1.07	1.07	Sao Tome and Principe	2.796	2.796
Belgium	0.071	0.325	Iraq	1.07	1.07	Saudi Arabia	1.07	1.07
Belize	1.07	1.07	Ireland	0.071	0.325	Senegal	1.07	1.07
Benin	1.07	1.07	Israel	0.458	0.712	Serbia-Montenegro	0.457	0.711
Bermuda	1.07	1.07	Italy	0.163	0.417	Seychelles	1.07	1.07
Bhutan	1.07	1.07	<b>J</b> Jamaica	1.07	1.07	Sierra Leone	1.07	1.07
Bolivia	1.07	1.07	Japan	0.458	0.458	Singapore	0.458	0.458
Bosnia-Herzegovina	0.458	0.712	Jordan	1.07	1.07	Slovakia	0.458	0.712
Botswana	1.07	1.07	<b>K</b> Kazakhstan	1.07	1.07	Slovenia	0.458	0.712
Brazil	0.712	0.712	Kenya	1.07	1.07	Solomon Islands	0.457	0.711
Brunei Darussalam	1.07	1.07	Kiribati	1.525	1.525	Somalia	1.525	1.525
Bulgaria	0.458	0.712	Kuwait	1.07	1.07	South Africa	0.712	0.966
Burkina Faso	1.07	1.07	Kyrgyzstan	1.07	1.07	South Korea	0.458	0.458
Burundi	1.07	1.07	<b>L</b> Laos	1.07	1.07	Spain	0.163	0.671
<b>C</b> Cambodia	1.07	1.07	Latvia	0.458	0.712	Spain-Canary Islands	0.071	0.071
Cameroon	1.07	1.07	Lebanon	1.07	1.07	Sri Lanka	1.07	1.07
Canada	0.071	0.071	Lesotho	1.07	1.07	St. Helena	1.779	1.779
Cape Verde	1.07	1.07	Liberia	1.07	1.07	St. Kitts and Nevis	1.07	1.07
Cayman Islands	1.07	1.07	Libya	0.712	0.712	St. Lucia	1.07	1.07
Central African Republic	1.07	1.07	Liechtenstein	0.163	0.417	St. Pierre and Miquelon	1.07	1.07
Chad	1.07	1.07	Lithuania	0.458	0.712	St. Vincent-Grenadines	1.07	1.07
Chile	1.07	1.07	Luxembourg	0.071	0.325	Sudan	1.07	1.07
China	1.07	1.07	<b>M</b> Macau	1.07	1.07	Suriname	1.07	1.07
Christmas Island	1.07	1.07	Macedonia (FYROM)	0.458	0.712	Swaziland	1.779	1.779
Cocos (Keeling) Islands	1.07	1.07	Madagascar	1.07	1.07	Sweden	0.071	0.325
Colombia	1.07	1.07	Malawi	1.07	1.07	Switzerland	0.071	0.325
Comoros	1.07	1.07	Malaysia	0.458	0.458	Syria	1.07	1.07
Congo	1.07	1.07	Maldives	1.07	1.07	<b>T</b> Taiwan	0.458	0.458
Congo (Dem. Rep.)	1.07	1.07	Mali	1.07	1.07	Tajikistan	1.07	1.07
Cook Islands	1.779	1.779	Malta	0.458	0.712	Tanzania	1.07	1.07
Costa Rica	1.07	1.07	Marshall Islands	1.07	1.07	Thailand	1.07	1.07
Cote D'Ivoire	1.07	1.07	Martinique	1.07	1.07	Togo	1.07	1.07
Croatia	0.458	0.712	Mauritania	1.07	1.07	Tokelau	3.050	3.050
Cuba	1.779	1.779	Mauritius	1.07	1.07	Tonga	1.07	1.07
Cyprus	0.458	0.712	Mayotte	1.07	1.07	Trinidad and Tobago	1.07	1.07
Cyprus (Turkey)	0.458	0.458	Mexico	1.07	1.07	Tunisia	0.712	0.712
Czech Republic	0.163	0.417	Micronesia	1.07	1.07	Turkey	0.458	0.712
<b>D</b> Denmark	0.071	0.325	Middle East	1.07	1.07	Turkmenistan	1.07	1.07
Diego Garcia	3.050	3.050	Moldova	1.07	1.07	Turks and Caicos Islands	1.07	1.07
Djibouti	1.07	1.07	Monaco	0.163	0.325	Tuvalu	1.525	1.525
Dominica	1.07	1.07	Mongolia	1.07	1.07	<b>U</b> Uganda	1.07	1.07
Dominican Republic	1.07	1.07	Montserrat	1.07	1.07	Ukraine	0.458	0.458
<b>E</b> East Timor	3.050	3.050	Morocco	0.712	0.712	United Arab Emirates	1.07	1.07
Ecuador	1.07	1.07	Mozambique	1.07	1.07	United Kingdom	0.071	0.325
Egypt	0.712	0.712	Myanmar	1.07	1.07	United States	0.071	0.071
El Salvador	1.07	1.07	<b>N</b> Namibia	1.07	1.07	Uruguay	1.07	1.07
Equatorial Guinea	1.07	1.07	Nauru	2.288	2.288	Uzbekistan	1.07	1.07
Eritrea	1.07	1.07	Nepal	1.07	1.07	<b>V</b> Vanuatu	2.288	2.288
Estonia	0.458	0.712	Netherlands Antilles	0.712	0.712	Venezuela	1.07	1.07
Ethiopia	1.07	1.07	New Caledonia	1.07	1.07	Vietnam	1.07	1.07
<b>F</b> Falkland Islands	1.07	1.07	New Zealand	0.163	0.163	Virgin Islands (British)	1.07	1.07
Faroe Islands	1.07	1.07	Nicaragua	1.07	1.07	Virgin Islands (U.S.)	1.07	1.07
Fiji	1.07	1.07	Niger	1.07	1.07	<b>W</b> Wake Island	1.07	1.07
Finland	0.071	0.325	Nigeria	1.07	1.07	Wallis and Futuna Islands	2.796	2.796
France	0.071	0.325	Niue	2.796	2.796	<b>Y</b> Yemen	1.07	1.07
French Guiana	1.07	1.07	Norfolk Island	3.050	3.050	<b>Z</b> Zambia	1.07	1.07
French Polynesia	1.07	1.07	North Korea	1.779	1.779	Zanzibar	1.07	1.07
<b>G</b> Gabon	1.07	1.07	Northern Mariana Islands	1.07	1.07	Zimbabwe	1.07	1.07
Gambia	1.07	1.07	Norway	0.071	0.325			
Georgia	1.07	1.07	<b>O</b> Oman	1.07	1.07			

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