



ACN SUBSCRIPTION

Additional Services

The following additional services are available with ACN Subscription and can be ordered by contacting ACN, after which they are active on your line or can simply be activated by pressing a combination of buttons on your phone.

- Direct Call
- Call Redial (Repetition)
- Speed Dial (Kortnummer)
- Permanent Blocking of Number Presentation Service (Permanent blockering av nummerpresentation)
- Call Forwarding When Busy (Vidarekoppling vid upptaget)
- Call Barring (Spärr)
- Call Tracing (Kundstyrd spårning)
- Number Presentation (Nummerpresentation)

Direct Call

You can set-up your phone to automatically call a number with the convenience of Direct Call. The phone will dial the number directly after you pick-up the handset or after a pre-determined delay (5 or 12 seconds), depending on your preference. Direct Call is typically used for a frequently dialed number, for children to contact their parents' mobile phone or can conveniently be used for elderly people.

How does it work?

When ordering this service you can define how long you would like the delay to be before your phone automatically calls the specified number. The following must be done before the preset time delay has elapsed:

To activate Direct Call simply press ***53*phone number#**. You will hear a voice message confirming activation. To deactivate Direct Call press **#53#** and wait for the voice message confirming that the service has been deactivated.

By pressing ***#53*phone number#** a voice message will confirm whether the service is active for the chosen number. By pressing ***#53#** a voice message will confirm whether the service is active.

Calls can be made as normal if the number is dialed before the preset time delay has elapsed.

How much does it cost?

A monthly recurring charge of 10 SEK applies to the Direct Call service. ACN's standard rates apply for the call duration depending on the fixed or mobile number the phone is programmed to automatically call.

Call Redial (Repetition)

With Call Redial you can conveniently dial the last number called without having to dial the entire number.

How does it work?

Simply press ****0** to redial the last number called.

How much does it cost?

The Call Redial service is free of charge with ACN Subscription. ACN's standard rates apply for the call duration depending on the fixed or mobile number the phone redials.

Speed Dial (Kortnummer)

Speed Dial allows you to conveniently programme your most frequently called telephone numbers as short numbers (i.e. 1, 2, 3...) so you don't have to dial the entire number each time you call.

How does it work?

To programme a short number for one of your frequently called numbers simply press ***51*short number*phone number#**. You will hear a voice message confirming activation. Any phone numbers previously programmed as this short number will be erased. To deactivate the short number programmed press **#51*short number#** and wait for the voice message confirming that the short number has been deactivated.

By pressing ***#51*short number*phone number#** a voice message will confirm whether this short number has been activated for the chosen telephone number. By pressing ***#51#*short number#** a voice message will confirm whether the selected short number is active.

You can activate up to 100 short numbers to speed dial your most frequently called numbers.

How much does it cost?

The Speed Dial service is free of charge with ACN Subscription.

Permanent Blocking of Number Information Service (Permanent blockering av nummerpresentation)

This service will prevent your number from being displayed when calling a person who has the Number Information Service (NIS).

How does it work?

ACN's customer service department will activate this service for you.

Please note that this service is a pre-requisite for having a secret number.

When calling the emergency number 112, your telephone number will always be displayed for security purposes.

How much does it cost?

The Permanent Blocking service is free of charge with ACN Subscription.

Call Forwarding When Busy (Vidarekoppling vid upptaget)

With the convenience of Call Forwarding you can re-direct an incoming call to a chosen number if you are busy with an ongoing call, or to your voicemail.

How does it work?

To activate this service simply press ***67*number to be forwarded to#**. You will hear a voice message confirming activation. To deactivate this service press **#67#** and wait for the voice message confirming deactivation.

By pressing ***#67#number to be forwarded to#** a voice message will confirm whether the service is active for the requested telephone number. By pressing ***#67#** a voice message will confirm whether the service is active.

The number to be forwarded to can also be preset by ACN's customer service department so you only have to activate or deactivate this service without programming the number:

To activate the preset service simply press ***68#**. You will hear a voice message confirming activation. To deactivate this service press **#68#** and wait for the voice message confirming deactivation.

By pressing ***#68#** a voice message will confirm whether the preset service is active.

If the number to be forwarded to is preset but you would like to forward calls to a different telephone number, simply press ***67*number to be forwarded to#**. This will override the preset number.

How much does it cost?

The Call Forwarding When Busy service is free of charge with ACN Subscription. ACN's standard rates apply for the call duration depending on the fixed or mobile number the call is forwarded to.

Call Barring (Spärr)

Call Barring with ACN Subscription allows you to bar selected outgoing calls. Contact ACN's Customer Service department to activate barring for any of the following numbers:

- Premium rate calls (Betalsamtal och Telefonautomater) 0900, 0939, 0944, 0969
- Number information enquiries 118
- Provider specific services (Operatörsspecifika tjänster) 078
- Mass-calling (Massanrop) 099
- International calls
- Calls to mobile numbers

Please note that CPS only customers can only activate barring for international calls and calls to mobile numbers.

How much does it cost?

A monthly recurring charge of 30 SEK applies to the Call Barring service.

Call Tracing (Kundstyrd spårning)

The Call Tracing service will be activated for a period of 14 days, during which you can conveniently trace the number calling you in the event of unwelcome calls.

How does it work?

To initiate the trace simply press **R** and ***39#** within 30 seconds after the call. You will hear the message 'Beställningen är mottagen' indicating that your order has been received, after which you can hang up.

After the 14 day period, the results of the trace will be sent to ACN, who will inform you of the number(s).

How much does it cost?

500 SEK per activation.

Number Presentation (Nummerpresentation)

With the convenience of Number Presentation you can see which numbers are calling or have called you.

How does it work?

To use this service you must either have a Number Displayer attached to your phone or a phone that has a number presentation display. The equipment you have determines how a number is displayed, but in general please refer to the following guidelines:

- **Normal**
If the caller doesn't have blocking for number presentation, then the number will be displayed.
- **Number withheld**
If the text 'Skyddat nummer' is shown in the display, the caller has a blocking for number presentation.
- **Number unknown**
If the text 'Okänt nummer' is shown in the display, the caller is not known. This may occur when the call is being made abroad or from the network of another provider.
- **Calls being forwarded**
The number of the person forwarding the call will be displayed and not the number being forwarded.
- **Calls from abroad or from another provider**
Depending on how the provider with which the call is being made handles the number, the information may get transferred to the network ACN is using. If the information does get transferred and the caller does not have blocking for number presentation, then the number will be displayed.

How much does it cost?

A monthly recurring charge of 20 SEK applies for the Number Presentation service.