



in Bell Aliant Territories

➔ IN ATLANTIC CANADA



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ACN High Speed Internet in Bell Aliant Territories

IN ATLANTIC CANADA

- For new and existing customers
- Residential High Speed DSL Internet offering with up to 15 Mbps download speeds
- Standalone Internet or Bundled with Voice

Industry Stats

- ACN High Speed Internet in Bell Aliant Territories reaches close to 2 million households
- Roughly half of these households have Bell Aliant Internet Service



in Bell Aliant Territories

→ SERVICE OFFERING



New Service Offering

- High Speed Internet*: 2 Mbps, 7 Mbps & 15 Mbps
- Available in Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland & Labrador
- Professional installation
- 1 year term commitment

** Important: High Speed Internet speeds are subject to availability by location and are “up to” the speeds selected*

New Service Offering

ACN HIGH SPEED INTERNET PRICING

Download Speed*	Upload Speed*	Bundled HSI + Voice	Standalone
2 Mbps	512 Kbps	\$73.99/month	\$54.00/month
7 Mbps	1 Mbps	\$75.99/month	\$56.00/month
15 Mbps	2 Mbps	\$86.99/month	\$67.00/month
Activation Fee		Waived	\$30.00
Shipping & Handling Fee		Waived	\$9.99

- Competitively priced plans (includes modem rental)
- Save when you bundle
- \$40 Rewards Card on Standalone to offset upfront fees; up to \$160 on Bundled
- 1 year term

**Up to speeds based on optimal conditions*



Competitive Pricing Comparison

High Speed Internet - ACN vs Bell Aliant in Maritimes

Speed*	ACN	Bell Aliant
Up to 2 Mbps	\$54.00/month	\$69.45/month**
Up to 7 Mbps	\$56.00/month	\$79.45/month**
Up to 15 Mbps	\$67.00/month	N/A
Activation + Shipping & Handling Fees	\$39.99	\$149.90***
Promotions	\$40 Reward Card	N/A

MRC pricing for ACN and Bell Aliant includes modem rental fee.

*Up to speeds based on optimal conditions. Not all speeds available at all locations

**Regular price following the 3 month promotion.

*** Bell Aliant one time fee of \$149.90 is comprised of a \$49.95 activation fee and a \$99.95 technician fee
Competitive pricing valid as of August 2015.



Bell Aliant's Price Breakdown

Speed	Advertised price first 3 months	Regular Price after 3 months	Network fee	Wireless modem rental fee	Bell Aliant Total Price
Up to 1.5 Mbps	\$44.95/month	\$69.45/month	\$10.00/month	\$3.95/month	\$83.40/month
Up to 7 Mbps	\$54.95/month	\$79.45/month	\$10.00/month	\$3.95/month	\$93.40/month

ACN Customers can save up to 24% per year on their High Speed Internet fees compared to Bell Aliant's direct customers!

ACN Bundled High Speed Internet + Voice Pricing Comparison

ACN Offers Higher Speeds at Lower Rates

	ACN			Bell Aliant **		
Speed* Term	2 Mbps 1 Year	7 Mbps 1 Year	15 Mbps 1 Year	1.5 Mbps None	7 Mbps None	15 Mbps None
Usage Capacity	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Internet	\$44.00	\$46.00	\$57.00	\$59.45	\$69.45	\$84.45
Home Phone	\$29.99	\$29.99	\$29.99	\$42.00	\$42.00	\$42.00
Long Distance	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00
Total Monthly Price	\$73.99	\$75.99	\$86.99	\$101.45	\$111.45	\$126.45
Activation	N/A	N/A	N/A	\$149.90	\$149.90	\$149.90
Rewards Cards/Promotions***	\$100.00	\$100.00	\$100.00	N/A	N/A	N/A
Total 2 year Cost for Existing Aliant Customers	\$1,675.76	\$1,723.76	\$1,987.76	\$2,584.70	\$2,824.70	\$3,184.70
ACN Savings vs Existing Aliant Customers	\$908.94	\$1,100.94	\$1,196.94	N/A	N/A	N/A
ACN Savings vs New Aliant Customers	\$814.44	\$1,006.44	\$1,102.44	N/A	N/A	N/A

Monthly pricing for ACN and Bell Aliant includes modem rental fee. *Up to speeds based on optimal conditions. Not all speeds available at all locations. **Aliant Internet has \$5 Bundling Discount; Home Phone assumes Basic Service \$42.00 plan *** Aliant promotions are for new customers only and consist of \$94.50. The ACN scenario is for transferred numbers. Competitive pricing valid as of July, 2015.

Standalone ACN High Speed Internet Pricing Comparison

	ACN			Bell Aliant**	
Speed*	2 Mbps	7 Mbps	15 Mbps	1.5 Mbps	7 Mbps
Usage Capacity	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Price	\$53.99	\$55.99	\$66.99	\$69.45	\$79.45
Activation Fees	\$39.99	\$39.99	\$39.99	\$149.90	\$149.90
Rewards Cards/Promotions**	\$40	\$40	\$40	N/A	N/A
Total 2 Year Cost for Existing Aliant Customers	\$1,246.00	\$1,294.00	\$1,558.00	\$1,816.70	\$2,056.70
ACN Savings vs Existing Aliant Customers	\$570.70	\$762.70	N/A	N/A	N/A
ACN Savings vs New Aliant Customers	\$497.20	\$689.20	N/A	N/A	N/A

Monthly pricing for ACN and Bell Aliant includes modem rental fee.

*Up to speeds based on optimal conditions. Not all speeds available at all locations.

**Aliant promotions are for new customers and consist of \$73.50; 15 Mbps speed not available in Stand Alone Competitive pricing valid as of July, 2015.

Benefits

- Competitively priced
- Same great experience as Bell Aliant
- Save up to 24% per year compared to Bell Aliant's direct customers
- Customer Reward card to offset upfront fees
- Eligible for Strive for 5 Free Service Promotion (when bundled with Voice)
- Customer is doing business with someone they know

Main Objection

Customer: “I like the reliability of my Bell Aliant Internet service.”

- ACN’s High Speed Internet service uses many of the same network elements, high quality modems and installation is performed by same technicians as Bell Aliant.
- In addition, the customer has the opportunity to do business with someone they know.



in Bell Aliant Territories



SERVICE DELIVERY
PROCESS



Setting Expectations with Your Customers

- Customers will visit your IBO Storefront to order their ACN Digital Phone Service. ACN High Speed Internet is added during the ordering process:
 - ✓ New customers are provided with the option of selecting a preferred installation date, which is approximately 2-3 weeks from today's date.
 - ✓ During the ordering process, customers will have the option to opt-out of Digital Phone Service if High Speed Internet is not available.
 - ✓ ACN will verify serviceability after the order is placed.

Setting Expectations with Your Customers

- Service and speed availability will be confirmed after the order is submitted – this can take up to 2 business days for the customer to be notified.
 - ✓ If the speed selected is available, customer's desired speed will be ordered.
 - ✓ If the speed selected is unavailable, the next highest speed will be provisioned. Should the customer wish to cancel as a result of the desired speed not being available, then the customer will need to contact Customer Care – prior to installation – to cancel the High Speed Internet order.
 - ✓ Customers will be contacted via email with status updates on progress of orders.
- Customers will be shipped an ACN High Speed Internet modem in order to ensure the highest level of service quality.
 - ✓ The modem will arrive at the customer's premises prior to the activation/installation date.

Setting Expectations with Your Customers

- If your customer has existing Internet service with another provider – other than Bell Aliant – please ensure that they do not cancel their existing service until the ACN High Speed Internet is installed and activated to avoid any service interruption.
- If your customer wants to transfer a phone number to ACN's Digital Phone Service, please make sure your customer is aware that the transfer will take place after the High Speed Internet is installed and activated.

Service Delivery Process

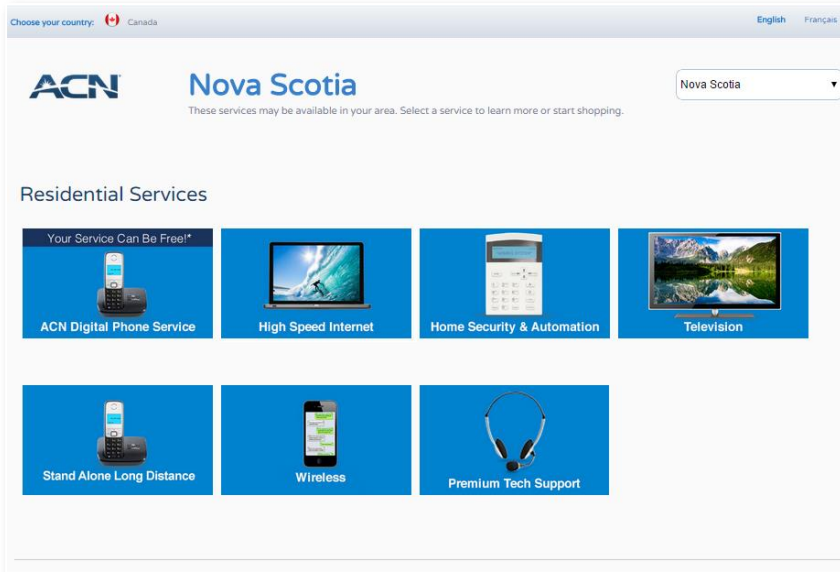
- Pre-Order Preparation (Payment Methods)
- Ordering/Serviceability
- Installation
- Customer Communication
- Support

Pre-Order Preparation

Payment Methods:

- A valid credit card with the understanding that the customer will be billed automatically each month for the service using this payment method. Name on credit card must match name on the account. *(Can be changed once the service has been activated to an alternate credit card if desired).*
- Pre-authorized debit and PayPal payments also accepted. *(Note: A 5 day hold applies on orders using these payment methods, as such your order and installation confirmation may be delayed) .*

New Customer Orders



Direct customers to your storefront to sign up for Bell Aliant Internet

Product will be available by first clicking the “High Speed Internet” icon and then selecting the “Shop Now” option

New Customer Orders

Bundled Services		Features >
<p>High Speed Internet + Digital Phone Service</p> 	<p>Bundle Digital Phone Service with High Speed Internet and Save!</p> <p>Add Digital Phone Service to your High Speed Internet order for the perfect pair!</p> <p>Choose the speed to meet your needs with options up to 30Mbps.</p> <p>Includes unlimited calling to more than 80 landline and mobile destinations around the world!</p>	<p>Pricing Starting at \$62.99 / month</p> <p><input checked="" type="radio"/> Yes! I would like to order Digital Phone Service with my High Speed Internet order</p>
Standalone Services		Features >
<p>Digital Phone Service</p> 	<p>Digital Phone Service</p> <p>Includes unlimited calling to more than 80 landline and mobile destinations around the world!</p>	<p>\$29.99 / Month</p> <p><input checked="" type="radio"/> Yes! I would like to order Digital Phone Service</p>
<p>High Speed Internet</p> 	<p>Standalone High Speed Internet</p> <p>Choose the speed to meet your need with options up to 30Mbps.</p>	<p>Pricing Starting at \$41.99</p> <p><input checked="" type="radio"/> Yes! I would like to order High Speed Internet</p>
		Next
<p>I have an existing ACN Video Phone or Phone Adapter</p>		

- After clicking Shop Now, customers will be directed to the ACN ordering portal.
- Customers will reach this screen whether they order DPS or Standalone Internet.
- Customers can choose between Digital Phone Service, High Speed Internet or bundling the two together.

New Customer Orders

Enter your Address and Home Phone Number to see the Services Available in your Area

(note: if you do not have a home phone leave the phone number entry fields blank)

Phone Number - -

Street Number* & Suffix

Street Name* & Type

Street Direction

Unit / Location Type *

City *

Province *

Postal Code *

*required field

A partial serviceability check is done when the customer enters his address and home phone number.

New Customer Orders

High Speed DSL

Order DSL using Bell Aliant's High Speed network. Monthly charge includes a wireless enabled modem.²

- | | |
|---|------------------------|
| <input type="radio"/> High Speed DSL 2Mbps | \$67.99 / month |
| <input type="radio"/> High Speed DSL 7Mbps | \$72.99 / month |
| <input type="radio"/> High Speed DSL 15Mbps | \$77.99 / month |

- High Speed Internet packages and pricing will be displayed based on location.
- Requested speed subject to availability. If the desired speed is unavailable, ACN will provision the next highest Internet speed.

New Customer Orders

- Once the customer chooses a speed, the Monthly Charge will be shown.

Packages Customize Phone Numbers Checkout Order Confirmation

High Speed DSL

Order DSL using Bell Aliant's High Speed network. Monthly charge includes a wireless enabled modem.¹

<input type="radio"/> High Speed DSL 2Mbps	\$67.99 / month
<input type="radio"/> High Speed DSL 7Mbps	\$72.99 / month
<input type="radio"/> High Speed DSL 15Mbps	\$77.99 / month

Monthly Charge

\$67.99

with a 1 year term

Activation fee: \$ 30.00
Shipping & Handling: \$ 9.99

¹ Requested speed subject to availability. If your desired speed is unavailable, ACN will provision the next highest internet speed based on your initial selection.

Step One: Enter your Current Provider Information

Current Local Service Provider* Local Carrier Current Internet Service Provider* ISP

Next

New Customer Orders

- Customers transferring from Bell Aliant will be asked to provide their account numbers. The account number can be found on the customer's Bell Aliant invoice.

Packages Customize Phone Numbers Checkout Order Confirmation

High Speed DSL

Order DSL using Bell Aliant's High Speed network. Monthly charge includes a wireless enabled modem.¹

	Monthly Charge
<input type="radio"/> High Speed DSL 2Mbps \$67.99 / month	\$67.99 with a 1 year term Activation fee: \$ 30.00 Shipping & Handling: \$ 9.99
<input type="radio"/> High Speed DSL 7Mbps \$72.99 / month	
<input type="radio"/> High Speed DSL 15Mbps \$77.99 / month	

¹ Requested speed subject to availability. If your desired speed is unavailable, ACN will provision the next highest internet speed based on your initial selection.

Step One: Enter your Current Provider Information

Current Local Service Provider* Current Internet Service Provider*
 Bell Aliant Account Number*

Next

BellAliant

Your Bell Aliant Bill
February 2, 2009

Summary of your charges

Balance owing from last bill – see page 2	\$0.00
New charges	
Value Packages – see page 2	\$0.00
Home Phone – see page 2	\$0.00
Long distance and usage – see page 3	\$0.00
Internet – see page 6	\$0.00
Mobility – see page 7	\$0.00
Digital TV – see page 10	\$0.00
Instalment purchases – see page 10	\$0.00
Other charges – see page 10	\$0.00
Late payment charge	\$0.00
Total HST	\$0.00
Total GST	\$0.00
Total new charges	\$0.00
Total due	\$0.00

Payment due date: **March 2, 2009**
 A deposit of \$100.00 was received on January 1, 2009.

Total HST (Bell Aliant 860147925) is \$X.XX
 Total GST (Bell Aliant 860147925) is \$X.XX
 Total GST (Bell Aliant 1212175753) is \$X.XX

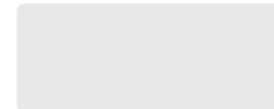
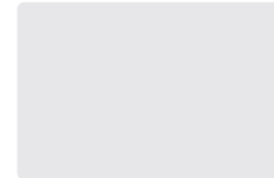
A late payment charge of 1.95% per month (18.00% per annum) will be charged on past due amounts exceeding \$29.00

Your Account Number

JOE SAMPLE
 Account number: 0123456 7

Questions?

Visit us online: bellaliant.ca, 24 hours a day
 Customer Service: 1 866 425-4268, Mon-Fri 8am to 9pm,
 Sat 8:30am to 5pm
 Repair service: 811, 24 hours a day
 Internet technical support: 1 800 773-2121, 24 hours a day



New Customer Orders

Step One: Enter your Current Provider Information

Current Local Service Provider*
Current Internet Service Provider*

Step Two: Select your Preferred Installation Date

Preferred Installation Date*

Step Three: Special Instructions for the Technician

Special Instructions for the technician
Commonly Used Special Instructions [See Examples](#)

In the event that High Speed Internet is unavailable at my current service location, I would like to continue with ACN Digital Phone Service. I understand I must obtain Internet service with an alternate provider.

Yes No

March 2015							April 2015						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30		

- Once your customer's package has been selected they will be prompted to indicate their current phone and Internet provider.
- Customers will then be prompted to enter their preferred installation date.

New Customer Orders

- The customer will then have to fill in the details regarding their account.
- Important things to keep in mind:
 - Account name must match name on the payment method
 - Customer should use their own contact information for Mobile Phone Number and Alternate Contact Phone Number
 - Email Address will be main point of contact between customer and ACN

Account Creation

*** Required fields**

First Name* **Important!** Enter your first and last name as it appears on the payment method you will use to make your purchase. **DO NOT include a middle name or initial**, even if it is included on your payment method. Company-issued credit cards must contain a first and last name imprinted on the card.

Last Name*

Date Of Birth (MM/DD/YYYY) Month Day Year

SSN/SIN

Mobile Phone Number At least Mobile or Alternate Contact phone number required.* (No dashes please). This number cannot be the same as the number you are transferring.

Alternate Contact Phone Number

Your mobile and/or alternate contact phone number will be used as your primary contact method, to confirm details regarding your order and to communicate account-related information.

Email Address* Your order confirmation will be sent to this email address

Confirm Email Address*

Account Password*

For added security and protection of your privacy, ACN requires a four digit numerical password to verify customers when calling customer care. Your password should be a number that is easy for you to remember.

Online Account Management:
This username and password is for managing your online account.

User Name*

Password* Password must be between 8-12 characters and contain at least one letter and one number

Confirm Password*

Select a security question and answer so we can identify you if you forget your password

Security Question*

Security Answer*

Time Zone*

Language Preference*

New Customer Orders

Customers will now be asked to review ACN's Terms and Conditions and indicate that they accept by checking off the box shown below

Terms and Conditions

Terms and Conditions (High Speed Internet)

Thank you for selecting ACN High Speed Internet Service, internet connectivity via DSL or dial-up and related services (the "services") offered by All Communications Network of Canada Co., with offices located at the following address: P.O. Box 720, Station B, Montreal, Quebec, H3B 3K3 ("ACN").

These Customer Terms & Conditions (the "Agreement") are between you ("you" or "customer") and ACN for the use of the Service. You must enter into this Agreement by selecting the checkbox under terms and conditions and clicking the "Continue" button during the online registration process in order to use the Service. If you do not affirmatively agree to be bound by the Agreement online by selecting the checkbox and clicking "Continue" during registration, you will not be permitted to continue.

I have reviewed and accept the Terms and Conditions for ACN's High Speed Internet as indicated above.

Next

New Customer Orders

- Prior to entering their payment information customers will be asked to confirm their shipping address. Customers have two options:
 - Use the service address which will be pre-populated in the address field
 - Enter a new shipping address by clicking “Add New Address”. Please note that ACN does not ship devices to P.O. Boxes

Shipping

Device HSI Modem	Ship To 555 TEST AVENUE, TEST CITY, H2B2Y8	Add New Address
		Next




New Customer Order


- Customers will now be asked to select their preferred payment method. Please note that the name on the account for the payment method must match that of the account holder
- Important Reminder: Customers opting to pay via Bank Account or Paypal will have a 5 day hold applied to their orders

Payment Information

Please choose your preferred method of payment:

Payment Type :

 Check out with **PayPal**
The safer, easier way to pay

[Next](#)

New Customer Orders


Order Confirmation		
Your order was processed successfully! Place Another Order		
Thank you for choosing ACN Canada!		
Your ACN Digital Phone Service phone number is: 902-595-2067 Print a copy of your order		
Your order confirmation number is: 1535178		
You will receive an email summarizing the details of your order and your login information to access your online account.		
Get unlimited support whenever you need it for your computer and other electronic equipment, as well as anti-virus protection and backup with ACN Premium Technical Support! Click here for more information!		
Device(s)	Cost	Shipping Address
ACN Phone Adapter - Unlimited World Plan	\$29.99	2022 CREIGHTON STREET, MAINFLOOR , HALIFAX, NS, B3K 3R2
		911 Address: 2022 CREIGHTON STREET, MAINFLOOR , HALIFAX, NS, B3K 3R2
Account Information:	Name: TEST TEST User Name: TSSDAF9WEA3S2D1FAW9E Email Address: TEST@TEST.COM Contact Phone Number: 9025551234 Language Preference: en Representative Team ID: Representative's Email Address:	
Billing Address:	2022 CREIGHTON STREET, MAINFLOOR , HALIFAX, NS, B3K 3R2	
Monthly Charges:	Plan: Home Unlimited World Plan with High Speed DSL 7 \$99.99	
Equipment Charges:	Activation: \$19.99 Shipping: \$10.99 Taxes: \$9.15 Total: \$70.12	

- Once customers have submitted their payment information they will be given a summary of their order.
- The summary will contain all pertinent information regarding their service request including:
 - Monthly and Upfront Fees
 - Service Address
 - Shipping Address
- Important: customers must click “Proceed to Payment” in order to submit their order.

New Customer Orders

- Customers will now be given the confirmation of their order.
- It is important to keep a copy of this page along with the order confirmation number.
- This is the final step in the ordering process.
- Customers will now receive emails detailing the progress of their orders.
- Should customers have any questions regarding their orders they can reach ACN via our Toll-Free number, chat or email.

Order Confirmation

 [Print a copy of your order](#)

Your Order Summary

Please review your order details for accuracy and select **Proceed to Payment** to securely enter your credit card information.

NOTICE: If you used a credit card for your method of payment, your order will process immediately. Orders will be held for 4 business days if you are using your bank account as your method of payment and up to 5 days for PayPal payments.

Remember, in order to use your ACN Digital Phone Service, you will need a high-speed wired Internet connection, such as cable or DSL (minimum 256 kbps) and a router with an Ethernet cable.

Bill To: TEST TEST 2022 CREIGHTON ST HALIFAX, NS, B3K 3R2	Order Details: Order Number: 1535178 Order Date: 3/9/15 10:11 AM Order Status: In Progress
---	--

MONTHLY RECURRING CHARGES

The following charges will appear on your monthly invoice. Please note taxes are not included.

Description	Monthly Charges	Address
Home Unlimited World Plan with High Speed DSL 7 for 902-595-2067	\$99.99	2022 CREIGHTON ST

EQUIPMENT CHARGES

Description	Unit Price	Qty	Shipping Address	Service Address	Total
ACN Phone Adapter - Unlimited World Plan	\$29.99	1			\$29.99
Activation Fee	\$19.99				\$19.99
Shipping and Handling	\$10.99	1	2022 CREIGHTON ST		\$10.99

Once you select **Proceed to Payment**, you will be redirected to a secure site for entry and processing of your credit card.

Your Order Summary

Sub Total	\$60.97
Taxes	\$9.15
Total*	\$70.12

[Proceed to Payment](#)



ACN[®]

in Bell Aliant Territories



**EXISTING
CUSTOMER
ORDERS**

Adding ACN High Speed Internet

- Existing Digital Phone Service customers will be able to add-on DSL service via the “Add High Speed Internet” link on their customer portal (Fees: Activation Fee of \$30.00 and Shipping and Handling Fee: \$9.99)
- Customers will be asked to provide preferred time and dates for the installation of their service
- A modem will be shipped to the customer and a technician will be dispatched to install the service

ACN High Speed Internet Speed Changes

- Customers deciding to modify their speeds may be shipped a new modem for their service.
- In instances where a new modem is shipped, the old one will need to be returned to ACN after the speed change has been completed.
- Failure to do so within the 21 days will result in a \$65 non-returned device fee being applied to the customer's account.



in Bell Aliant Territories

➔ INSTALLATION



Important Things to Remember

- Confirmation and communication of ACN High Speed Internet availability may take up to 2 business days to communicate to the customer.
- In some areas, ACN High Speed Internet may not be available even if Bell Aliant Internet service is currently available in that area.
- ACN will notify you of your installation date as soon as possible. Note, it may take up to 7 business days to receive confirmation of your due date

ACN High Speed Internet Customers

Scenario 1: Customer has Internet service with Bell Aliant

1. Customer selects installation date and provides their Bell Aliant account number during ordering process
2. ACN will dispatch a Bell Aliant technician to install the new service
3. The technician will install a phone jack and will ensure that the ACN High Speed Internet service is working
4. Customer will need to contact Bell Aliant to cancel their internet service

DSL High Speed Internet Customers

Scenario 2: Customer has no Internet service or has service with a Cable provider

1. Customer selects installation date during ordering process
2. ACN will dispatch a Bell Aliant technician to install the new service
3. The technician will install a phone jack and will ensure that the ACN internet service is working
4. [If applicable] customer will need to contact their initial provider to cancel their internet service



Support

INSTALLATION SUPPORT

- This team provides your residential customer with assistance prior to service activation.
- Customer should contact installation support to reschedule appointments, request additional field work, provide feedback or report issues with their service installation. This team can be reached at 800-886-2556 from:
 - Monday to Friday: 8:30 am to 10:00 pm ET
 - Saturdays: 9:00 am to 5:30 pm ET

Support

TECHNICAL SUPPORT

- Once the customer's service has been installed and is working as expected, support related calls are directed to our technical support agents. These agents are available by phone or by text message at 866-913-3445 from:
 - **Call** – Monday through Friday, 8 am to Midnight and Saturday & Sunday, 9 am to 9 pm ET
 - **Text or Chat** – Monday through Friday, 9 am to 9 pm ET



**CUSTOMER
REWARDS**



Customer Rewards Redemption Process

- A \$40 reward card is available for those customers that select Standalone DSL Internet
- Locate the details within the [Customer Rewards](#) section of myacncanada.ca



Customer Rewards
Save Money. Make Money. Talk About a Win-Win!

[→ Find out more](#)

Customer Rewards Redemption Process

- Customer must complete an online redemption form within 30 days of placing the order
- Redemption form is available at myacncanada.ca & through IBO's storefronts
- The customer's service must be active and in good standing for 120 days
- It may take up to 6 weeks to receive the Reward Card after the 120 day time period has passed

ACN Residential Customer Rewards for Canada

- ▶ Customers with New Phone Numbers
- ▶ Customers Transferring Phone Numbers
- ▶ ACN Local & Long Distance Service
- ▶ Bell Satellite TV

Rewards Program Requirements:

- New ACN Bell TV customers who sign up October 25 through November 30, 2014.
- Bell TV service must be installed and activated by December 15, 2014.
- Digital Phone Service orders placed between October 1, 2014 and November 30, 2014 are eligible for the Bell TV Rewards.
- New ACN Digital Phone Service customers who sign up by November 30, 2014.
- Digital Phone Service Customers transferring phone numbers are eligible when bonded with high speed internet.
- Order ACN High Speed Internet within 5 days of Phone Service order.
- Local + Internet Bundles who sign up by November 30, 2014.
- Only Available in Ontario and British Columbia.
- Order ACN High Speed Internet within 5 days of Phone Service order.

Additional General Requirements:

- Customer must complete the online redemption form within 30 days of placing order.
- Customer Reward Card will be sent after service remains active and in good standing for:
 - 120 Days for all DSL, High Speed Internet and Bell Office
 - 180 Days for Local + High Speed Internet not including TV or 25 Mbps
 - 365 days for Local + TV or 25 Mbps High Speed Internet
- Rewards offers listed above cannot be combined.
- One Reward™ (Prepaid MasterCard) per address.
- Customers will need to use the e-Reward™ Prepaid MasterCard within specified expiration period - typically 90 days.
- It may take up to 6 weeks after the qualification period before receipt of the MasterCard Reward Card.
- Other customer reward programs may also be available. Customer must follow separate redemption instructions for other reward programs. Product validation will occur to ensure appropriate reward card is provided to Customer.

Cards are issued by Citibank, Canada pursuant to a license from MasterCard International and managed by Citicard Services. Cards will not have cash access and can be used everywhere MasterCard debit cards are accepted.

Reward Card Terms & Conditions

Customer Rewards Redemption Form	
* Customer First Name	<input type="text"/>
* Customer Last Name	<input type="text"/>
* Customer Address	<input type="text"/>
Customer Address 2	<input type="text"/>
* City	<input type="text"/>
* Province	<input type="text"/>
* Postal Code	<input type="text"/>
* Customer Phone Number	<input type="text"/>
* Customer Email Address	<input type="text"/>
* Services signed up for: (choose 1)	<input type="radio"/> ACN Digital Phone Service (with a New Number) + High Speed Internet + Bell TV <input type="radio"/> ACN Digital Phone Service (with Number Transfer) + High Speed Internet + Bell TV <input type="radio"/> ACN Digital Phone Service (with New Number) + High Speed Internet <input type="radio"/> ACN Digital Phone Service (with Number Transfer) + High Speed Internet <input type="radio"/> ACN Digital Phone Service (with a New Number) + Bell TV <input type="radio"/> ACN Digital Phone Service (with Number Transfer) + Bell TV <input type="radio"/> ACN Digital Phone Service (with New Number) <input type="radio"/> ACN Local & Long Distance Service + High Speed Internet <input type="radio"/> Bell TV
Digital Phone Service Account Number	<input type="text"/>
(If provided in customer welcome email, 9 digits beginning with a 1)	
Bell TV Account Number	<input type="text"/>
* Date Ordered	<input type="text"/>
ACN ISO Business ID	<input type="text"/>
* Indicates Response Required	

Submit



 ONLINE
CUSTOMER
PORTAL



Online Customer Portal

ACN Standalone Internet customers benefit from the following features on their Online Customer Portal:

- View your invoices
- Manage Payment Methods
- Increase your Internet speeds
- And More!

Servicing Existing Standalone Internet Customers

Existing Standalone ACN High Speed Internet customers will be able to add-on Digital Phone Service from their customer portals!

Customers adding on Digital Phone Service will benefit from lower rates on their High Speed Internet service!