





Benefits of ACN Digital Phone Service

- Home phone service connects your calls using your high speed Internet connection
- Use existing telephone equipment with ACN's Phone Adapter
- Unlimited* international calling to more than 80 landline and mobile destinations throughout the world
- Add the World Plan Plus and get unlimited calling to an additional 40+ destinations

*Unlimited calling based on normal residential or personal, non-commercial use



Simply Connect

\$29.99
PER MONTH

Keep Your Number
No Upfront Cost
12 Month Agreement

- Unlimited calling to **more than 80** mobile and landline destinations throughout the world
- Replaces traditional local & long distance service

Simple to Set Up.
Simple to Use.



Your Phone



ACN Phone Adapter



Internet
(Router Required)

A router is required if you have a single port modem with a cable provider.
Please consult our support site for more information.

Use your own internet or purchase from ACN

Get a New Phone Number from ACN

New Phone Number

\$29.99
PER MONTH

12 month agreement
\$10.99 shipping
\$29.99 equipment
\$19.99 activation fee

\$60 Gift Card
AFTER 4 MONTHS



World Plan *Plus* Add-On

THINK **\$15** CAN'T
TAKE YOU VERY FAR?

As an ACN Digital Phone Service customer,
\$15 can take you around the world!

ONLY
\$15
MONTH

Add the **World Plan *Plus*** and call more
than 130 destinations around the world!





ACN Companion

- Enjoy all of the benefits of your ACN Digital Phone Service on the go
- Avoid roaming fees by calling over Wi-Fi when travelling abroad
- Save on your mobile plan voice minutes by calling over Wi-Fi or 3G/4G
- Available on iPhone and Android
- ACN Companion is included with no additional monthly charge with your primary service
- No Monthly fee - a one-time fee of only \$9.99!

Target Customers

- Interested in saving money
- Using traditional or digital phone service
- Have High Speed Internet available or purchase from ACN
- Make international calls
- Live far away from family and friends
- Willing to do you a favor



Phone Adapter

- Replaces your traditional phone service throughout the home
- Provides a single line with the option to add a secondary line via your online account (My Account section)



Digital Phone Service Flyer

ACN Phone Service

ACN

There's nothing quite as powerful – or personal – as the human voice.
Shouldn't sharing your voice with those you love be easy and affordable? At ACN, we think so.

We're giving you two ways to connect with them –
and how you choose to connect is up to you!



DIGITAL PHONE SERVICE

Put your Internet connection to work for you with ACN Digital Phone Service, and make calls using your high-speed Internet connection and your existing home phone!

Starting at just **\$29.99** a month

- Includes calling to more than 80 landline and mobile destinations
- Or for just \$15 more a month, you can get unlimited calling to more than 130 landline and mobile destinations
- Simple to set up and even simpler to use

Enjoy all the benefits of your ACN Digital Phone Service on the go with the ACN Companion App – and save on your mobile plan minutes!



LOCAL & LONG DISTANCE

"Why mess with a good thing?"

You don't have to with traditional local and long distance service from ACN, offering the ultimate in reliability – at a price you can afford.

- Choose a flexible calling plan that matches your lifestyle and budget



Don't have high speed Internet?

We've got you covered with solutions that fit your needs.

To order services, please visit my online store:



When you purchase phone service from ACN, and pay your bill each month, another child gets fed.



ACN CANADA 2015. All numbers and fees are in US dollars.



Ordering Digital Phone Service




A photograph of a man and two young boys playing on a sandy beach. The man, wearing a green shirt, is on the left, looking towards the boys. One boy, in a striped shirt, is running towards the left. The other boy, in an orange shirt, is standing in the center, holding a large, colorful kite (purple, blue, yellow, and red) high above his head. The background shows the ocean waves and a bright sky.

What's Needed for Digital Phone Service

- **High Speed Internet service (Cable or DSL)**
 - Available through ACN in Alberta, British Columbia, Ontario and Quebec
- **ACN Phone Adapter purchased with your service**
- **A router**
 - A router is required if you have a single port modem with a cable provider. ACN recommends the Cisco Linksys 1200
- **A touchtone phone**
 - ACN recommends a cordless phone system with multiple handsets for full home coverage
- **A U.S. or Canada billing and shipping address**

Check availability at Your ACN Direct Store

 Essential Services
▶ For Your Home ▶ For Your Business

Digital Phone Service

Home | Phone Adapter | Features | Sign Up | Support & FAQs | My Account


Français

2 Ways to Get Started:

1 → Sign Up Now

OR

2 Referred by an ACN customer? → Start Here



ACN CHAT

Phone Number Options (New or Transfer)

1. Transfer a customer's existing phone number
2. Choose a new number local to customer's current phone number
3. Choose a new number based on customer's preferred location

Customers should alert current High Speed Internet provider when transferring a number and keeping existing Internet service

REFER TO THE INSTRUCTION FORMS IN YOUR BACK OFFICE



Transferring Existing Phone Numbers Use of Temporary Numbers

- During the transfer process, we will assign the customer a temporary phone number so that he can begin to use his ACN Digital Phone Service right away! Please note that if the customer has ordered ACN Digital Phone Service bundled with High Speed Internet, he will receive his phone adapter 2 days prior to the High Speed Internet installation date.
- After the transfer of their existing phone number, customer can choose to:
 1. Keep their temporary phone number as a secondary line (phone adapters only)
 2. Convert it to a virtual number
 3. Disconnect the number once the transfer process has completed



ACN Digital Phone Service Monthly Billing

- 1st monthly service charge billed upon service activation
- Subsequent monthly service charges billed on assigned bill cycle date
- No paper statements mailed
- Customer receives monthly email reminder when billing statement is available on the customer portal
- Manage bill payments and view invoice details online via My Account



Key Reminders

- Evaluate all home services when signing up for ACN Digital Phone Service as your primary line:
 - Security Systems and/or Life Alert Systems/Medical Pendants, intercom systems
- Equipment should arrive within 3-5 business days
- All Digital Phone Service accessories are shipped separately

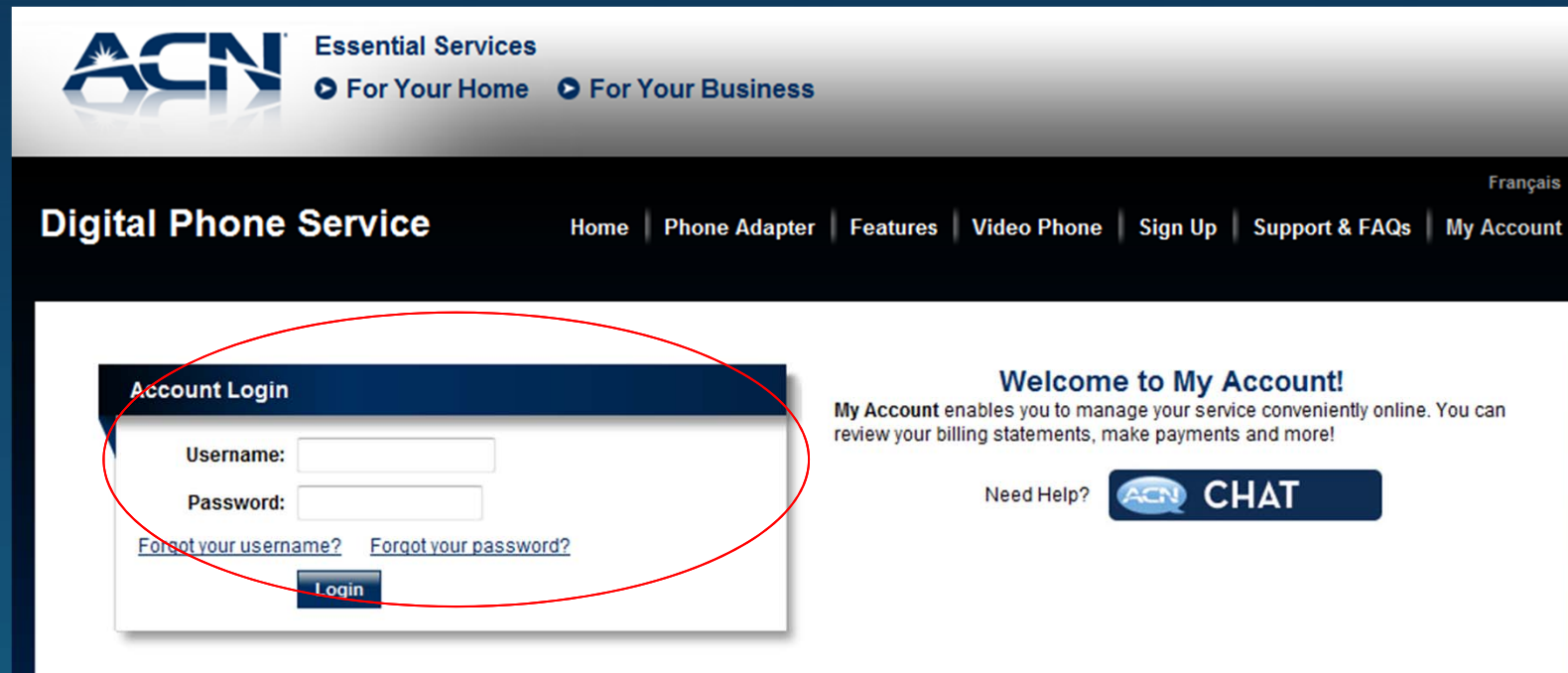


Key Reminders

- Cancellation Timeframe
 - Customer can cancel within 10 days of placing their order or at any time before delivery of equipment or commencement of service
- Early Termination Fees
 - Phone Adapter - \$59.99



Managing My Account



The screenshot displays the ACN Digital Phone Service website. At the top, the ACN logo is followed by "Essential Services" and links for "For Your Home" and "For Your Business". A navigation bar includes "Home", "Phone Adapter", "Features", "Video Phone", "Sign Up", "Support & FAQs", and "My Account". A "Français" link is also present. The main content area features an "Account Login" form on the left, which is circled in red. The form includes fields for "Username:" and "Password:", links for "Forgot your username?" and "Forgot your password?", and a "Login" button. To the right of the form, a "Welcome to My Account!" message states: "My Account enables you to manage your service conveniently online. You can review your billing statements, make payments and more!". Below this message is a "Need Help?" link and a "CHAT" button with the ACN logo.

ACN Essential Services
▶ For Your Home ▶ For Your Business

Digital Phone Service Home Phone Adapter Features Video Phone Sign Up Support & FAQs My Account Français

Account Login


Username:

Password:

[Forgot your username?](#) [Forgot your password?](#)


Welcome to My Account!

My Account enables you to manage your service conveniently online. You can review your billing statements, make payments and more!

Need Help?  **CHAT**

**Access monthly statements - View call details - Add services –
Update payment information - Listen to voicemails - And much more!**

Support – Tools & FAQ

Canada SupportEnglish | Français

[Back](#)[Search All Topics](#) | [Downloadable Documents](#) | [Contact Customer Care](#)

Digital Phone Service

Frequently Asked Questions

Understanding Your First Bill

Payment Options & Info

Video Phones

Phone Adapter

ACN Companion

Digital Phone Accessories

Online Account Management

Family Plan

Moving Guide

National Do Not Call List

International Calling Rates

Traditional Calling Features

Local & Long Distance

Wireless

Energy

Television

Home Security & Automation

High Speed Internet

High Speed Cable Internet

Digital Phone Service Frequently Asked Questions

ACN Digital Phone Service uses your broadband Internet connection (DSL/Cable) to make telephone calls to anywhere in the world. Save money with the Home Unlimited World Plan which includes calls to 70 countries and territories around the world including Mexico, India and China — all for one low price

- ▶ How does ACN Digital Phone Service work?
- ▶ Does it work the same as my regular phone service?
- ▶ What are the requirements for use of ACN Digital Phone Service?
- ▶ How do I know if I have the required upload and download speeds for ACN Digital Phone Service?
- ▶ Can I keep my current telephone number?
- ▶ Can my telephone number be transferred to another carrier if I choose to discontinue my service in the future?
- ▶ Can I select a new telephone number in a specific area?
- ▶ Can I make international calls with Digital Phone service?
- ▶ How will I be charged for my Digital Phone Service order?
- ▶ Can I choose my own Long Distance Carrier?
- ▶ Does ACN Digital Phone Support Faxing?
- ▶ Does ACN support TiVo boxes, DIRECTV boxes or Alarm Systems?
- ▶ Will ACN Digital Phone Service interfere with my high speed Internet or cable modem data/computer connections?
- ▶ Can I use my computer when I'm on the phone?
- ▶ Are there Digital Phone Service codes to access features quickly?
- ▶ Is ACN Digital Phone Service Secure?
- ▶ How do I manage my Digital Phone Service online?
- ▶ Am I able to set up my Phone Adapter or Video phone?
- ▶ Can an ACN Technician install my Phone Adapter or Video Phone?



Cross Sell

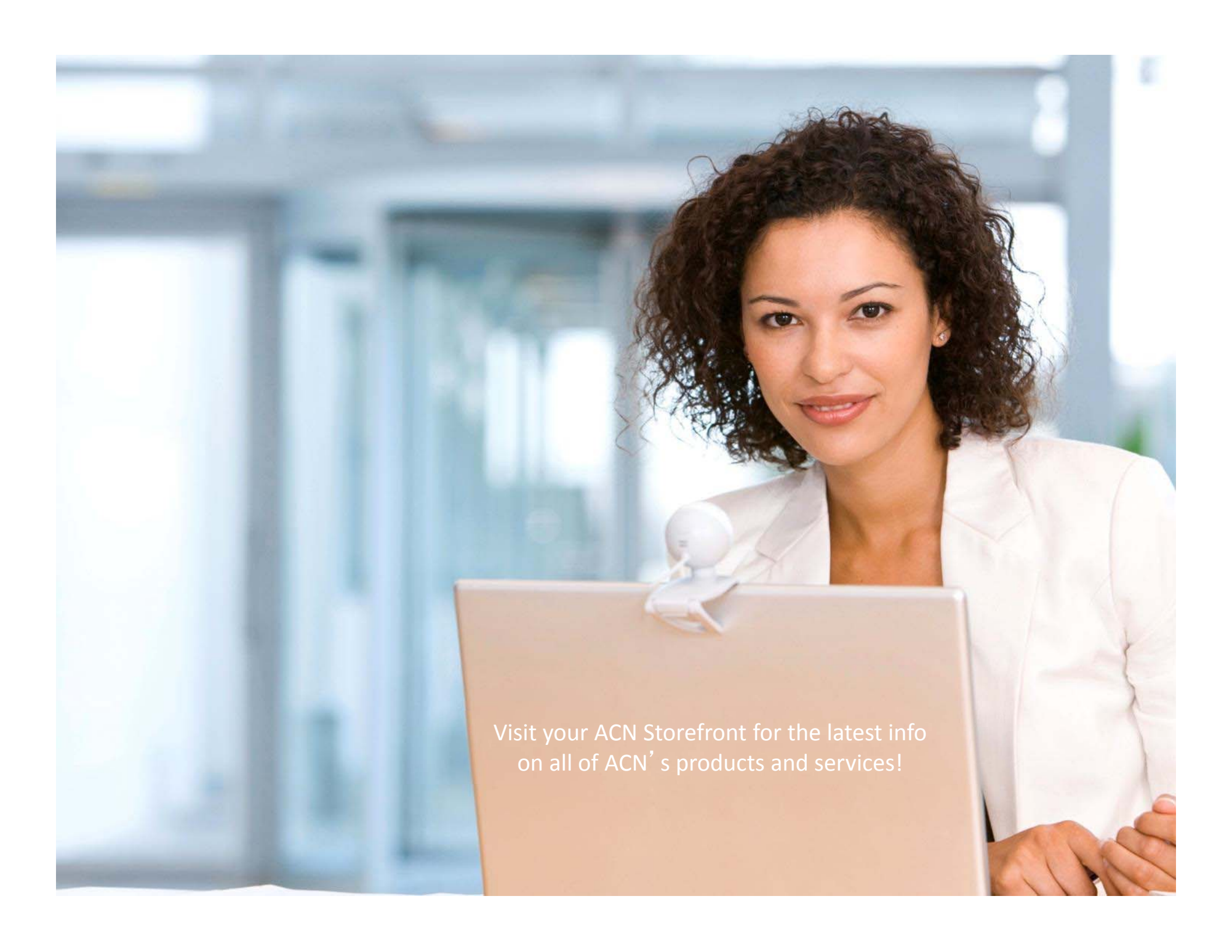
Digital Phone Service ---- High Speed Internet

High Speed Internet --- ACN Technical Support

ACN Technical Support --- ACN Home Security

ACN Home Security --- ACN Wireless



A woman with dark, curly hair and a white blazer is looking at a laptop. A small white webcam is attached to the top of the laptop. The background is a blurred office setting with large windows.

Visit your ACN Storefront for the latest info
on all of ACN's products and services!