

**ACN**<sup>®</sup> | DigitalTalk<sup>®</sup> *EXPRESS*  
*for business*



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# Introduction

- Provides small business customers with cost-effective, feature-rich phone service
- Utilizes VoIP (Voice over Internet Protocol) Technology
- Leverages an Internet connection to provide options to meet the needs of small business customers with up to 4 voice lines
- Offers premium business features to drive incremental revenue opportunities and operational efficiencies
- Choose from two business-class phone systems to support up to 4 lines

# Product Overview

- Ideal for small businesses wanting an affordable multi-handset phone solution – choose from two equipment options
- Flexible and variable phone service offering
- Unlimited calling within Canada and to the U.S. with low-cost international calling rates
- Plans starting as low as \$29.99
  - Up to 4 voice lines available
- Supports Toll Free Service
- 2 or 3 year term commitment

# Product Overview

- VoIP phone service provides cost savings compared to that of traditional (analog) phone service by leveraging an Internet connection
- Many of the features can be managed from almost anywhere, helping your customer become more efficient
- The customer can transfer existing phone numbers or select new phone numbers, both locally and in new locations
- Choose from two equipment options

# Option 1: Panasonic KX-TGP600 Wireless Base Station



- Plug-and-play simplicity – no professional installation necessary
- Wireless Base Station
- Support for four (4) DECT wireless handsets/desktop phones that connect to the wireless base station
- Supports up to four (4) voice lines
  - Each voice line must be associated with a unique device (either cordless handset or desktop phone)

# Panasonic KX-TPA65 Wireless Desktop Phone



- 1.8” color LCD with backlight
- 3-color LED indicator
- HD wideband audio (G.722)
- Headset jack
- Easy installation without wired LAN

Compatible with the KX-TGP600 smart IP wireless phone system, the KX-TPA65 wireless desktop phone offers a significant advantage over ‘traditional’ desktop phones. While it features the same range of desktop functionality as its wired competitors, the phone’s DECT capabilities means no wired LAN is required when installation is being carried out, making the process more convenient and straightforward.

# Panasonic KX-TPA60 Wireless Handset



- 1.8” color LCD with backlight
- HD wideband audio (G.722)
- Soft keys
- Local or network intercom

Compatible with the KX-TGP600 smart IP wireless phone system, the KX-TPA60 wireless (DECT) handset allows businesses to expand their communications as they grow.

The KX-TPA60 is supported by the KX-TGP600. This model can also work alongside any combination of *additional* KX-TPA60 and KX-TPA65 phones (KX-TPA60 + up to three (3) handsets) for a maximum total of four (4).



## Option 2: Panasonic KX-TGP550 Base Station + Handset

- Plug-and-play simplicity – no professional installation necessary
- Supports up to 3 lines
- Expandable – with the option to add an additional 5 DECT Cordless Handsets (total of 6)
- Wide band HD audio (G.722 codec)
- Large backlit LCD on base unit and handset(s)
- One button call transfer
- Simple, yet elegant design



# Benefits

- **Save money** over traditional phone service using VoIP technology
- **Choice between 2 complete phone** service solutions
- **Control your expenses** - unlimited calling within Canada and to the U.S. (also includes competitive international calling rates)
- State of the Art **Business-Class features** - including free voice mail, hunting (roll-over), and more!
- Easily add out-of-area telephone numbers to **expand your local business** presence into new markets
- Add **toll free numbers** to enable ease of use and capture customer calling information

# Target Customers

- **Small Retail Business customers that:**
  - Would like to replace their existing phone service equipment
  - Have a need for up to 4 voice lines (choose from two phone systems)
  - Have an Internet connection (requires a minimum upload speed of 384 Kbps)
  - Are looking for cost savings and additional features not provided with traditional phone service

# Overcoming Common Objections

## What if the Internet goes down?

ACN provides the customer with three options:

- 1. Call Forward Not Reachable (CFNR).** In the event Internet goes down, all calls will be routed to the telephone number specified by the customer. This feature should be configured upon installation. Once configured, all incoming calls will be redirected to the specified number (traditional phone line, mobile number, another customer facility, etc.).
  - To set up and modify the CFNR number , the customer will access their online portal or contact customer service for assistance.
- 2. Voice Mail** is provided as an option to the customer, with one voice mail box included per line at no additional charge. If CFNR is not configured, incoming calls will route to voice mail.

## What if my power goes out?

- If the customer has a back-up Uninterruptible Power Supply (UPS), service will continue to operate seamlessly. (If they don't have a backup UPS, their current phone system will not work – even without the ACN solution.)
- With ACN, the customer can still receive calls via the CFNR feature (if the calls are going to a device with power, e.g. mobile device.)

# Service Delivery Process

- Pre-Order Preparation
- Serviceability
- Ordering
- Installation
- Customer Communication
- Support

# Pre-Order Preparation

- Complete list of phone numbers the customer wishes to transfer to ACN
  - If new phone numbers are desired, the location of those numbers can be selected during the ordering process
- Toll Free number for transfer to ACN
  - If new Toll Free number is desired, the customer may request one during the ordering process

# Pre-Order Preparation

- A valid credit card with the understanding that the customer will be billed automatically each month for the service using this payment method.
  - Can be changed once the service has been activated to an alternate credit card if desired.)
- Identification of desired calling features the customer needs and/or has today that would like to be maintained

# Serviceability

In order to determine the services available for DigitalTalk® Express, select “Sign Up Now!” or “Sign Up” to enter the complete address and phone number (when applicable) for the business location.

The screenshot displays the ACN DigitalTalk Express website. At the top, there are navigation links for 'Overview', 'Pricing', 'Calling Features', 'Support', and 'High Speed Internet'. A 'Sign Up' button with a right-pointing arrow is located in the top right corner. Below the navigation, a banner reads 'I Great Service. 2 Great Options. The Choice is Yours!' with a background image of a smiling man on a phone. Two blue boxes offer service options: 'DigitalTalk® Express Phone Adapter' (with a 'Plan Details' button) and 'DigitalTalk® Express' (with a 'Plan Details' button). Below these, text indicates 'Plans starting at \$29<sup>99</sup>' and a green 'Sign Up Now!' button with a right-pointing arrow. A 'Check Availability & Sign Up' section is visible, featuring the ACN Business Services logo and instructions: 'To see what ACN Business Services are available to you, please enter your current address and phone number and click the "Check Availability & Sign Up" button.' To the right of this section is a form with fields for 'Street Address', 'Apt/Ste/Floor', 'City', 'Province' (a dropdown menu), 'Postal Code', and 'Current Phone'. A 'Check Availability & Sign Up' button is at the bottom of the form. A blue arrow points from the 'Sign Up' button in the top right to the 'Check Availability & Sign Up' form.





# Serviceability

Enter the complete business address and a current phone number.\* This check will determine business phone service(s) available to the customer.

**ACN**  
BUSINESS SERVICES

English | Français

## Check Availability & Sign Up

To see what ACN Business Services are available to you, please enter your current address and phone number and click the "Check Availability & Sign Up" button.

**Check Availability**

Street Address:

Apt/Ste/Floor:

City:

Province:  Postal Code:

Current Phone:  -  -

[Check Availability & Sign Up](#)

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*\*If the business is a new location or does not have an existing phone number, the customer can enter an existing valid telephone number local to their current location.*

# Serviceability

In this particular example, ACN DigitalTalk® Express is available. The customer may select **Learn More** to get the details for the options for a complete phone system or the phone adapter product.



English | Français

## Congratulations!

The following ACN Business Services are available to you:

### Check Availability

Street Address: 1100 DES CANADIEN  
Apt/Ste/Floor:   
City: MONTREAL  
Province: QC Postal Code: H3B 2S1  
Current Phone: 514 - 932 - 7701

Check Availability & Sign Up

### ACN DigitalTalk EXPRESS

- Unlimited calling within Canada and the U.S.
- Advanced business features including email voice messaging and multiple call forwarding options
- Keep your existing phone number, or if you prefer, we will provide you a new number
- Advanced business-class features
- Save up to 50% on your phone bill

Sign Up

### ACN | STANDALONE HIGH SPEED INTERNET

#### Complete Affordable Internet Solution to fit your needs!

- Save up to 30% on your phone bill business
- Starting at 53.00 per month
- Lightning-fast speeds up to 16 Mbps
- Only Available in Ontario and Quebec

Pricing starts at only \$53.00 per month!

Sign Up

If the customer is already familiar with the product offering, simply select **Sign Up** to begin the ordering process.



**Congratulations!**

DigitalTalk Express is available for your small business or home office. Please choose a plan and additional options.  
**Important Note:** DigitalTalk Express is an advanced communication system which requires a wired Internet connection with download and Upload speeds of at least 384k bits per second.

**Choose Your Plan and Equipment**

ACN DigitalTalk® Express provides small and medium-sized businesses affordable phone service with options to choose an advanced communication system or use existing phone equipment. Select the service and equipment to meet the needs of your business!

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Sign up for a 3 year term and save!

- Save up to \$80 on equipment fees
- Savings of \$5/month on High Speed Internet.

3 Year Contract ▾

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**DigitalTalk® Express Phone Adapter**

The ideal solution for a business that desires to use their existing phone system.

Select only your desired number of voice lines. Do not include a fax line, point-of-sale device, or any service that may require a traditional phone line.

1 Line ▾ **Phone Adapter Voice Line** [Plan and Pricing Details](#) **\$29.99**mo  
3 year term

**4-Port Phone Adapter** **\$0.00**  
One-time Fee

- Unlimited calling within Canada and to the U.S
- Supports up to 4 lines
- Includes voice mail

---

**DigitalTalk® Express** [Compare Phone Systems](#)

The ideal solution for a business that desires a complete communication solution.

Select only your desired number of voice lines. Do not include a fax line, point-of-sale device, or any service that may require a traditional phone line.

1 Line ▾ **DigitalTalk Express Voice Line** [Plan and Pricing Details](#) **\$29.99**mo  
3 year term

**Panasonic KX-TGP550 Professional Base Station & Handset** **\$99.99**  
One-time Fee

- Unlimited calling within Canada and to the U.S
- Supports up to 3 lines
- Includes 1 Professional Desktop phone system
- Includes 1 cordless handset
- Includes voice mail
- Includes a digital phone system with business calling features

**Additional DigitalTalk Express Handsets**  
You may have a maximum total of 6 handsets per Panasonic KX-TGP550.

**Panasonic KX-TGP600 Professional Base Station** **\$62.50**  
One-time Fee

- Unlimited calling within Canada and to the U.S
- Supports up to 8 lines
- Includes 1 Professional base station
- Includes voice mail
- Includes a digital phone system with business calling features

**Additional DigitalTalk Express Desktop Phones**  
You may have a combined maximum of 8 handsets and desktop phones per Panasonic KX-TGP600.

**Additional DigitalTalk Express Handsets**  
You may have a combined maximum of 8 handsets and desktop phones per Panasonic KX-TGP600. (Voice Line 1) **\$54.50**  
One-time Fee

Continue

# Order Process

The **Plans & Options** page will be the first in several screens where the customer will designate his preferences for phone service.

**Choose Your Plan and Equipment** provides both DigitalTalk® Express Phone Service options.

*Each portion of this page will be defined in the next few slides.*

# Order Process

Select the number of  
voice lines needed

## DigitalTalk<sup>®</sup> Express

The ideal solution for a business that desires a complete communication solution.

Select only your desired number of voice lines. Do not include a fax line, point-of-sale device, or any service that may require a traditional phone line.

[Compare Phone Systems](#)

1 Line ▾

### DigitalTalk Express Voice Line

[Plan and Pricing Details](#)

Panasonic KX-TGP550 Professional Base Station & Handset

- Unlimited calling within Canada and to the U.S
- Supports up to 3 lines
- Includes 1 Professional Desktop phone system
- Includes 1 cordless handset
- Includes voice mail
- Includes a digital phone system with business calling features



**\$29.99**/mo  
3 year term

**\$99.99**  
One-time Fee

0 ▾ Additional DigitalTalk Express Handsets

You may have a maximum total of 6 handsets per Panasonic KX-TGP550.



Panasonic KX-TGP600 Professional Base Station

- Unlimited calling within Canada and to the U.S
- Supports up to 8 lines
- Includes 1 Professional base station
- Includes voice mail
- Includes a digital phone system with business calling features



**\$62.50**  
One-time Fee

0 ▾ Additional DigitalTalk Express Desktop Phones

You may have a combined maximum of 8 handsets and desktop phones per Panasonic KX-TGP600.



0 ▾ Additional DigitalTalk Express Handsets

You may have a combined maximum of 8 handsets and desktop phones per Panasonic KX-TGP600.



*Two business-class phone systems from which to choose to support up to 8 lines*

# Order Process

The Additional Options page will display different products/services base on availability by service location.

- Toll Free
- Voice Mail
- Hunting

Plans & Equipment ▶ **Additional Options** ▶ Internet Options ▶ Service Information ▶ Customer Information ▶ Terms & Conditions ▶ Payment Information ▶ Confirm & Submit Order ▶

### Additional Options

Additional options to compliment your ACN DigitalTalk Express phone service. Choose from the available options below.

*Options shown based on selections made from **Plans & Equipment** screen.*

#### Additional Line(s) and Feature Options

##### Add a Toll-Free Number

Ensure your valuable customers can always reach you without incurring long distance charges. You can transfer your existing number or order a new one. Toll free inbound usage charge will be 4 cents per minute.

Add to my order **\$4.99/mo**

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##### Voicemail

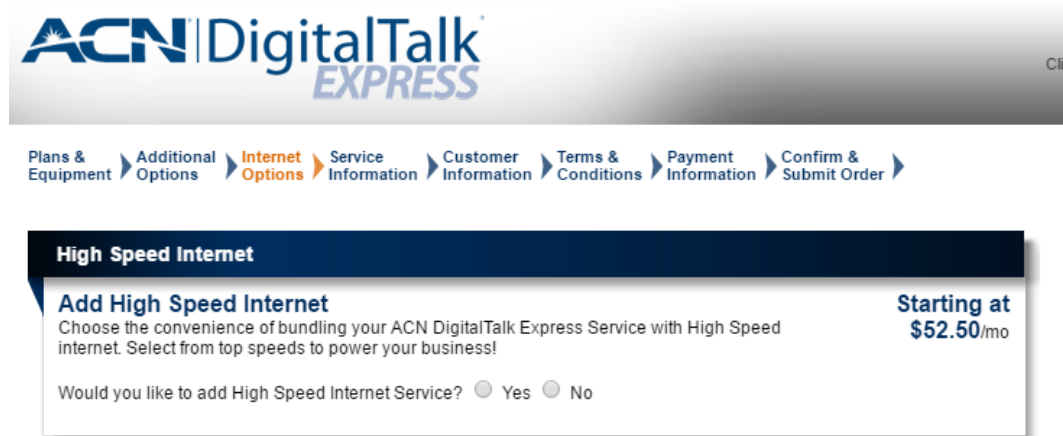
Voicemail is included on all lines free of charge for a limited time. **Included**

[Continue](#)

# Order Process

If the customer's address is within the Bell Ontario, Bell Quebec, TELUS or Bell Aliant territory, the option to include High Speed Internet will be provided.

*The option will be suppressed for those NOT located within these areas.*



The screenshot shows the ACN DigitalTalk EXPRESS logo at the top. Below it is a navigation bar with the following steps: Plans & Equipment, Additional Options, Internet Options (highlighted in orange), Service Information, Customer Information, Terms & Conditions, Payment Information, and Confirm & Submit Order. Below the navigation bar is a section titled "High Speed Internet" with a dark blue header. The main content area contains the text "Add High Speed Internet" followed by a description: "Choose the convenience of bundling your ACN DigitalTalk Express Service with High Speed internet. Select from top speeds to power your business!". To the right of this text, it says "Starting at \$52.50/mo". At the bottom of the section, there is a question: "Would you like to add High Speed Internet Service?" with two radio button options: "Yes" and "No".

**ACN DigitalTalk EXPRESS**

Plans & Equipment ▶ Additional Options ▶ **Internet Options** ▶ Service Information ▶ Customer Information ▶ Terms & Conditions ▶ Payment Information ▶ Confirm & Submit Order ▶

**High Speed Internet**

**Add High Speed Internet** **Starting at \$52.50/mo**

Choose the convenience of bundling your ACN DigitalTalk Express Service with High Speed internet. Select from top speeds to power your business!

Would you like to add High Speed Internet Service?  Yes  No

# Order Process

## Service Information

Plans & Equipment ▶ Additional Options ▶ Internet Options ▶ **Service Information** ▶ Customer Information ▶ Terms & Conditions ▶ Payment Information ▶ Confirm & Submit Order ▶

### Step 3: Provide Service Information

*The service options on this page apply to the service address below. If you would like to order DigitalTalk Express for additional locations, please enter a new order(s) once you have completed your order for this location.*

**Service Address:** 6269 SAINT-DENIS RUE, MONTREAL, QC H2S 2R8 [Edit Address](#)  
**(911 Address)**

For new requested phone numbers, ACN will attempt to provide the requested area code. In certain areas, your selected area code may not be available. In these cases, ACN will provide an overlay area code that has a similar coverage area.

#### Digital Voice Lines

##### Line 1 (Main Telephone Number)

- Transfer this Number:  -  -   
 New Number:

*Voicemail is included on all lines free of charge for a limited time.*

##### Line 2

- Transfer this Number:  
 New Number:

Is this a hunting (rollover) number?  Yes  No  
[\(What's this?\)](#)

Do you want voice mail on this line?  Yes  No

##### Line 3

- Transfer this Number:  
 New Number:

Is this a hunting (rollover) number?  Yes  No  
[\(What's this?\)](#)

Do you want voice mail on this line?  Yes  No

If you are transferring your current phone number above, please provide the following information exactly as it appears on your current bill.

Name of your current provider:

Name on your account:

#### Toll Free Number

- Transfer this Number:  New Number:

Continue



# Order Process

## Service Information Continued

The **Service Information** page captures the customer's requested installation date.

ACN DigitalTalk EXPRESS

English | Français

[Click here to start a new order or change address.](#)

Plans & Equipment > Additional Options > Internet Options > **Service Information** > Customer Information > Terms & Conditions > Payment Information > Confirm & Submit Order >

### Step 3: Provide Service Information

#### Select Installation Preferences

**Installation Information**  
A qualified technician may need access to your residence to complete the installation of the services that you have selected. Please select one of the following dates as your preferred appointment date. Please note that ACN will contact you to confirm the date of the installation.

Requested Installation Date:  Installation between 8:00 AM and 5:00 PM

**Installation Contact Information**  
Some orders require additional information. If this is the case an ACN representative will contact you within 24 hours of placing your order.

Primary Phone Number:  -  -

Alternate Phone Number:  -  -

[Continue](#)

#### Your Monthly Plan Details

edit

3 DigitalTalk Express Lines	\$89.99/mo
Analog Line	\$32.49/mo
Toll-Free Number	\$4.99/mo
<b>*Estimated Monthly Total:</b>	<b>\$127.47/mo</b>
* Additional taxes apply	

#### Upfront/One-time Charges

edit

1 Panasonic KX-TGP600 Base	\$62.50
1 Additional Handset	\$54.50
2 Additional Desktop Phones	\$159.00
Analog Line Activation Fee	\$49.99
Taxes	\$48.83
<b>Total Upfront/One-time Charges:</b>	<b>\$374.82</b>



# Order Process

The **Customer Information** page captures customer and business-specific information.

**Important!** The email address entered here must be the customer's. Information concerning their order is sent to this address.

## Step 4: Customer Information

Please complete the following information as thoroughly as possible.

### Contact Information

Business Name:   
*Enter your own name here if you do not have a business name.*

Business Number:   
*If you do not possess a Business Number, please leave this field empty.*

Language Preference:  English  French  
*The language selected will be used for billing and communication.*

ACN IBO Business ID:   
ACN IBO Email Address:

Customer First Name:   
Customer Last Name:

Customer Date of Birth:  /  /   
*You must be at least 18 years old to order DigitalTalk Express.*

Customer Email Address:   
Confirm Email Address:

Customer Phone Number:  -  -

### ACN Account Information

Desired User Name:   
*User name must be 6-20 characters, cannot contain white spaces or special characters and must not start with a number.*

Account Password:   
*Your password must be 6-12 characters and may contain a combination of letters, numbers and special characters.*

Password Hint Question:    
Password Hint Answer:

Pin Code:   
*A Pin code is a four digit security code. To help safeguard your account information, you will be asked for this code when you contact Customer Care.*

### Address Information

<b>Service Address</b>	<b>Shipping Address</b> <input type="checkbox"/> Same as service address
1100 avenue des canadiens de montreal Montreal, QC M2W 5E3	Customer Name: <input type="text"/>
	Street Address: <input type="text"/>
	Apt/Ste/Floor: <input type="text"/>
	City: <input type="text"/>
	Province: <input type="text"/>
	Postal Code: <input type="text"/>



# Order Process

## Customer Information Continued

**Address Information**

<b>Service Address</b> 1100 avenue des canadiens de montreal Montreal, QC M9W 5E3	<b>Shipping Address</b> <input type="checkbox"/> Same as service address Customer Name: <input type="text"/> Street Address: <input type="text"/> Apt/Ste/Floor: <input type="text"/> City: <input type="text"/> Province: <input type="text"/> Postal Code: <input type="text"/>
--	---

**Additional Authorized Persons to Make Account Changes or Access Account Information**

**Authorization to Make Changes to Account**  
The following employee is authorized by Business to communicate with ACN regarding billing and technical support and any other matters concerning the Company's Account with ACN, and to make any changes to the Company's Account with ACN, including without limitation the ordering of new services. Company understands that it is solely responsible for keeping information concerning such authorized employee current and will contact ACN Customer Care promptly in the event any changes to this information are necessary, including the removal of such authorized employee.

Name (Select one person)	Title	Email Address	Direct Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> - <input type="text"/> - <input type="text"/>

**Authorization to Access ACN Technical Support (Optional)**  
The following employee(s) are authorized by Business to communicate with ACN regarding technical support concerning the Company's Account with ACN. Company understands that it is solely responsible for keeping information concerning such authorized employee(s) current and will contact ACN Customer Care promptly in the event any changes to this information are necessary, including the removal of any such authorized employee.

Name (Select up to five persons)	Title	Email Address	Direct Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> - <input type="text"/> - <input type="text"/>

## Important!

This is the area in which the business owner identifies individuals to make account changes and to request support from ACN.

Continue



# Order Process

The **Terms and Conditions** page outlines important customer and service-specific information that must be read and acknowledged.

Please ensure your customer reads this agreement in its entirety.

The Digital Letter of Authorization is also found here, which requires the customer to provide permission to ACN to transfer existing telephone numbers.

## Terms and Conditions

Please read the following terms and conditions in their entirety. Once you have finished reading, indicate that you agree to the following terms and conditions by checking the following boxes.

- I am authorized to make this request on behalf of my business.
- I understand that I am not to place any new service orders or disconnects with my current service provider for the phone numbers I am transferring, as this will cause a delay in transferring the numbers contained within this order.
- I select ACN as the network carrier for all local calls for this number. *You may not have more than one carrier for this type of service.*
- I select ACN as the network carrier for all intrastate toll calls for this number. *You may not have more than one carrier for this type of service.*
- I select ACN as the network carrier for all national and international calls for this number. *You may not have more than one carrier for this type of service.*
- I understand I am responsible for any cancellation or early termination fees assessed by my current provider. *You should check with your existing provider if you are under a term contract.*
- I understand that DigitalTalk Express requires a wired Internet connection with a minimum download and upload speed of 384 kbps. *ACN is not responsible for your Internet connection and you will be responsible for charges relating to your DigitalTalk Express service whether your Internet connection is sufficient or not.*
- I have read, understand and agree to the Terms and Conditions as set forth below. (Including those applicable to 911 emergency services)

DigitalTalk® Terms & Conditions

Welcome to ACN DigitalTalk Express (the "Service" or "Services"), which includes commercial services ordered by you, as applicable, such as, without limitation, hosted PBX, high speed internet, email, e-fax and VoIP faxing, and domain

# Order Process

## Letter of Agency

### DigitalTalk® Express: Letter of Agency (LOA) Form

Thank you for choosing ACN as your Service Provider. You may continue to use your existing telephone number with ACN. In order to transition your current telephone number to ACN service, ACN must work with your current service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your current local service provider requires this letter of authorization as proof that you have explicitly authorized and requested that your service and current telephone number(s) be transferred to another local service provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your service and telephone number to ACN.

You will then be able to use your current phone number with the new ACN service.

Please ensure the following information is completed accurately to prevent possible delays.

Business Name:	ACN Canada	Person authorized to make this request:	ACN Canada
Customer Name:	ACN Canada		
Customer Email Address:	ACN@ACNCANADA.Com		
Service Street Address:	1100 avenue des canadiens de montreal	Suite/Floor/Room:	
City:	Montreal	Province:	QC
		Postal Code:	M2W 5E3
Current Service Provider:			

*Please Note: All telephone numbers listed below must be associated with the name on the bill with your current provider.*

### Digital Signature

By providing my digital signature below:

- I designate ACN to transfer my phone service from my current provider to ACN.
- I authorize ACN to transfer my current telephone number used to provide phone service so that ACN may provide its network service to me.
- I authorize ACN to obtain billing information, customer service records, and other information required to provide me with service on the ACN network.
- I understand that I may consult with ACN as to whether a fee will apply for this change.

Digital Signature:  (Must exactly match the Customer Name entered above)

Date: 4/20/2018

Continue

# Order Process

The **Payment Information** page enables the customer to enter the desired credit card for the initial payment and automatic monthly bill payment going forward.

The customer may change the monthly payment to an alternate credit card within the online account management portal – referred to as **My Account**.



Plans & Equipment ▶ Additional Options ▶ Internet Options ▶ Service Information ▶ Customer Information ▶ Terms & Conditions ▶ **Payment Information** ▶ Confirm & Submit Order

### Step 6: Payment Information

Please enter payment information for your order. This card will be charged for your equipment costs and your monthly recurring charge. The monthly recurring charge is billed upon activation.

Please complete the following information as thoroughly as possible.

#### Credit Card Information

**Important!** Enter your first and last name as it appears on your credit card. DO NOT include a middle name or initial. Company-issued credit cards must contain a first and last name imprinted on the card.

Cardholder's First Name:

Cardholder's Last Name:

Credit Card Billing Address	Service Address
<input type="checkbox"/> Same as service address	1100 avenue des canadiens de montreal Montreal, QC M9W 5E3
Street Address: <input type="text"/>	
Apt/Ste/Floor: <input type="text"/>	
City: <input type="text"/>	
Province: <input type="text"/>	
Postal Code: <input type="text"/>	

**Continue**

# Order Process

Once the payment information is validated and the credit card is charged, the **Confirm Order** page will provide an overview of the customer's complete order to be confirmed.

Plans & Equipment ▶ Additional Options ▶ Internet Options ▶ Service Information ▶ Customer Information ▶ Terms & Conditions ▶ Payment Information ▶ **Confirm & Submit Order** ▶

## Step 5: Confirm Your Order

Please confirm that your information is correct. Your order will not be submitted until you click the "Submit Order" button.

[Submit Order](#)

*Your card will be charged **\$374.82** for today's purchase to include the non-recurring charges as itemized to the right.*

### Contact Information

edit 

Business Name: ACN Canada

Business Number:

Pin Code: 1234

Language Preference: English

ACN IBO Business ID: 01234567

ACN IBO Email Address: ACN@ACNCANADA.Com

Customer Name: ACN Canada

Customer Date of Birth: 1/1/1997

Customer Email Address: ACN@ACNCANADA.Com

Customer Phone Number: 514-390-2107

# Order Process

## Confirm Order

Service Information		[change]
Service Address (911 Address): 1000 progress pl concord, NC 28025	Voice Line 1: (Transfer) 704-260-5555 Voice Line 2: (Transfer) 704-260-3655 Voice Line 3: (Transfer) 704-260-5477 Voice Line 4: (Transfer) 704-260-5777	
Current Provider: ATT Name on Account: test business	Current Provider: ATT Name on Account: test business	
Directory Listing Name: test business		

Shipping Address		[change]
Customer Name: Test Business Shipping Address: 1000 progress pl concord, NC 28025		

Additional Authorized Persons to Make Account Changes or Access Account Information (Optional)				[change]
<b>Authorization to Make Changes to Account</b> The following employee is authorized by Business to communicate with ACN regarding billing and technical support and any other matters concerning the Company's Account with ACN, and to make any changes to the Company's Account with ACN, including without limitation the ordering of new services. Company understands that it is solely responsible for keeping information concerning such authorized employee current and will contact ACN Customer Care promptly in the event any changes to this information are necessary, including the removal of such authorized employee.				
<b>Name</b>	<b>Title</b>	<b>Email Address</b>	<b>Direct Phone Number</b>	
<i>None Specified</i>				
<b>Authorization to Access ACN Technical Support</b> The following employee(s) are authorized by Business to communicate with ACN regarding technical support concerning the Company's Account with ACN. Company understands that it is solely responsible for keeping information concerning such authorized employee(s) current and will contact ACN Customer Care promptly in the event any changes to this information are necessary, including the removal of any such authorized employee.				
<b>Name</b>	<b>Title</b>	<b>Email Address</b>	<b>Direct Phone Number</b>	
<i>None Specified</i>				

# Order Process

The final step in the order process is the **Submit Order** page. The page will summarize the completed ACN DigitalTalk® *Express* order.

It is highly recommended that the customer print a copy of this page as a receipt for the order.



## Your order has been submitted

Thank you for your order! Some orders require additional information. If this is the case an ACN representative will contact you within 24 hours of placing your order.

[Click here to print a copy of this receipt for your records.](#)

## Order 102957

*Your card will be charged \$374.82 for today's purchase to include the non-recurring charges as itemized to the right.*

## Contact Information

Business Name: ACN Canada

Business Number:

Pin Code: 1234

Language Preference: English

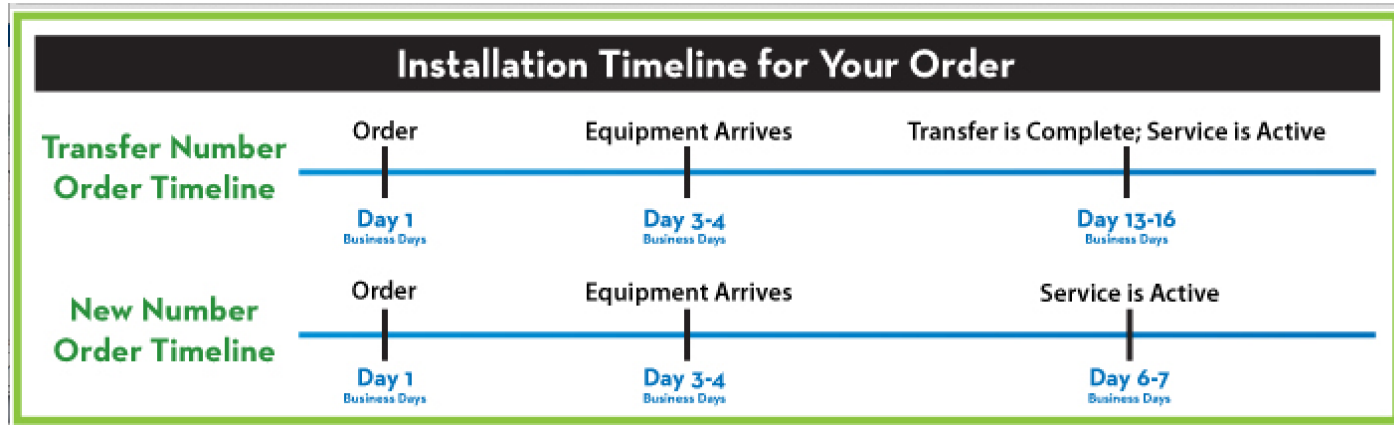
ACN IBO Business ID: 01234567

ACN IBO Email Address: ACN@ACNCANADA.Com





# Installation



- No professional installation is necessary! Upon receipt, it is recommended that the customer sets up the phone system to get accustomed to the features and functionality of the Panasonic device.
  - *It is important that the customer be prepared for receipt of several emails as part of the activation process. These emails provide critical information from confirmation of order, shipment of the device(s) and installation instructions and phone number information.*

# Installation Guide

- An Installation Guide for either Panasonic phone system will be included with shipment of the device.
  - Also available within the Products & Services Support section of [myacncanada.ca](http://myacncanada.ca)

## Panasonic KX-TGP550



**ACN DigitalTalk EXPRESS Quick Installation Guide**

Congratulations on the purchase of your new ACN DigitalTalk® Express Phone System!  
Please follow these basic instructions to install your base and cordless phone. Once you are done, refer to the DigitalTalk® Express support section of [myacn.com](http://myacn.com) for an online step-by-step tutorial on your new DigitalTalk® Express System and its functions.

**Review Enclosed Items**

 Handset	 Base Unit	 Handset Cord	 Handset Charger	 Cordless Handset
 2 AC Adapters	 Ethernet Cable	 2 AAA Batteries	<b>ADDITIONAL ITEMS</b>  	



## Panasonic TGP600

**NEW!**



**ACN DigitalTalk EXPRESS PANASONIC PHONE SYSTEM I**  
Model numbers: KX-TGP600, KX-TTP600

**CONGRATULATIONS ON THE PURCHASE OF YOUR NEW ACN DIGITALTALK® EXPRESS PHONE SYSTEM!**

Before you begin the installation process, please confirm you have the following:

1. An active internet connection
2. All devices associated with your new phone system
3. ACN Installation Instructions email (required for telephone number registration and configuration (see page 2))

Once confirmed you have the items noted above, please review them then follow the instructions in sequence below, beginning with **Step 1**.

**STOP** It is important to note that the initial setup process and registration of your devices can take up to **1 hour**. Please ensure that you have completed the process to **charge your handset** (if applicable) prior to beginning the installation process.

**REVIEW ITEMS INCLUDED WITH YOUR PHONE SYSTEM**

Depending on the equipment ordered, you will have the following items included in your shipment:

Wireless Base Station (KX-TGP600)	Desktop Phone (KX-TTP600)	AC Adaptor for Desktop Phone (1) (DC Output: 6.5V)	Desktop Handset (1)	Handset Phone (KX-TTP600)	AC Adaptor for Handset Charger (1) (DC Output: 5.1V)
AC Adaptor for Base Station (1) (DC Output: 6.5V)	Ethernet Cable (1)	Screws & Washers for Desktop Wall Mount (2) (see 4)	Desktop Handset Cord (1)	Handset Battery (2)	Handset Wall Clip (1)

**STEP 1A - SETTING UP THE HANDSET CHARGER / PREPARING THE HANDSET(S) FOR USE**

1. Open the battery cover, insert the batteries and close the cover.
2. Connect the AC adaptor to the charger.
3. Place handset in charger for at least 30 (30) hours prior to registration.

**STEP 1B - ASSEMBLING THE DESKTOP PHONE(S)**

Attach the AC Adaptor, corded handset and headset, where applicable to the desktop phone.



# Support

Your business customers will have access to both Installation and Technical support team member

## Installation and Technical Support

- This team is designed to provide your business customer with assistance to ensure the service has been installed correctly and is working to the customer's satisfaction. This team can be reached 8 a.m. to 11 p.m. ET, Monday through Saturday at 800-219-0143
- Visit the [Products & Services Support \(Contact Customer Care\)](#) for complete details and options to CHAT.