

ACN High Speed  
Internet  
&  
ACN High Speed  
Internet + Voice



Cogeco Territories:  
Ontario and Quebec



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# ACN High Speed Internet

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## Available in Cogeco's Ontario & Quebec Footprint

- Standalone Internet or Bundled with Voice
- Residential High Speed Internet offering with up to 55 Mbps download speeds
- Competitive Pricing, Significant savings

# ACN High Speed Internet *in Cogeco Territories*

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- Up to 4 Customer Points (Bundled with Voice)
- Residuals for Life of Customer
- 100% Commissionable

*High Revenue, High Value & Long Term Customers*

# Industry Stats

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- Cogeco cable internet reaches 1.6 million households
- Almost 700 thousand of these households are Cogeco Internet subscribers!

ACN High Speed  
Internet + Voice  
&  
ACN High Speed  
Internet

→ Service Offering



# Bundled Service Overview

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- Cost-effective, feature-rich, VoIP-based phone service combined with a reliable and powerful High Speed Internet Connection
- **ACN Digital Phone Service**
  - Unlimited domestic and international calling to more than 80 landline and mobile destinations
  - 20 Calling Features
  - Keep your own number or choose a new one
  - Take your service On the Go with ACN Companion Mobile App
- **ACN High Speed Internet**
  - Lightning-fast speeds up to 55 Mbps
  - Competitive pricing

# ACN High Speed Internet

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- Cable Internet 15 Mbps, 30 Mbps & 55 Mbps\* available in Ontario and Quebec
- Standalone Plans starting as low as **\$45.99/month**
  - Price includes modem rental
- Professional installation if required
- 1-year term commitment

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





# Ontario: ACN High Speed Internet Bundled & Standalone

- Competitively priced plans (includes modem rental)
- Save when you Bundle!
- \$40 Rewards Card on Standalone to offset upfront fees
- 1-year term

Download Speed*	Upload Speed*	Bundled Internet + Voice	Standalone ACN Internet
15 Mbps	2 Mbps	\$72.99	\$47.99
30 Mbps	10 Mbps	\$82.99	\$57.99
55 Mbps	10 Mbps	\$97.99	\$72.99
Activation Fee		Waived	\$30.00
Shipping & Handling Fee		Waived	\$9.99

\*Up to speeds based on optimal conditions

# Quebec: ACN High Speed Internet Bundled & Standalone

- Competitively priced plans (includes modem rental)
- Save when you Bundle!
- \$40 Rewards Card on Standalone to offset upfront fees
- 1-year term

Download Speed*	Upload Speed*	Bundled Internet + Voice	Standalone ACN Internet
15 Mbps	2 Mbps	\$70.99	\$45.99
30 Mbps	10 Mbps	\$80.99	\$55.99
55 Mbps	10 Mbps	\$97.99	\$72.99
Activation Fee		Waived	\$30.00
Shipping & Handling Fee		Waived	\$9.99

\*Up to speeds based on optimal conditions

# ACN Bundled High Speed Internet + Voice Pricing Comparison

## Ontario

Speed*	ACN			Cogeco Cable **		
	15 Mbps	30 Mbps	55 Mbps	15 Mbps	30 Mbps	55 Mbps
<b>Usage Capacity</b>	300 GB	300 GB	300 GB	95 GB	175 GB	275 GB
<b>Internet</b>	\$43.00	\$53.00	\$68.00	\$49.95	\$54.95	\$66.95
<b>Home Phone</b>	\$29.99	\$29.99	\$29.99	\$39.99	\$39.99	\$39.99
<b>Long Distance</b>	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00
<b>Total Monthly Price</b>	\$72.99	\$82.99	\$97.99	\$89.94	\$94.94	\$106.94
<b>Activation</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Rewards Cards/Promotions***</b>	\$50.00	\$50.00	\$50.00	N/A	N/A	N/A
<b>Total 2-year Cost for Existing Cogeco Customers</b>	\$1,701.76	\$1,941.76	\$2,301.76	\$2,158.56	\$2,278.56	\$2,566.56
<b>ACN Savings vs Existing Cogeco Customers</b>	\$456.80	\$336.80	\$264.80	N/A	N/A	N/A
<b>ACN Savings vs New Cogeco Customers</b>	\$336.80	\$252.80	\$168.80	N/A	N/A	N/A

Monthly pricing for ACN and Cogeco Cable includes modem rental fee. \*Up to speeds based on optimal conditions. Not all speeds available at all locations. \*\*Cogeco Internet has \$5 Bundling Discount on 15 Mb and \$10 on 30 Mb & 55 Mb plans; Home Phone assumes Select \$49.99 plan (includes 100 NA MOU) - \$10 Bundling discount \*\*\* Cogeco promotions are for new customers only and as follows \$120 for 15 Mbps, \$84 for 30 Mbps and \$96 for 55 Mbps requires 6 month term: ETF of \$75. The ACN scenario is for transferred numbers. Competitive pricing valid as of July, 2015.

# ACN Bundled High Speed Internet + Voice Pricing Comparison

## Quebec

	ACN			Cogeco Cable **		
Speed*	15 Mbps	30 Mbps	55 Mbps	15 Mbps	30 Mbps	55 Mbps
<b>Usage Capacity</b>	300 GB	300 GB	300 GB	70 GB	160 GB	260 GB
<b>Internet</b>	\$41.00	\$51.00	\$68.00	\$43.95	\$55.95	\$70.95
<b>Home Phone</b>	\$29.99	\$29.99	\$29.99	\$36.99	\$36.99	\$36.99
<b>Long Distance</b>	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00
<b>Total Monthly Price</b>	\$70.99	\$80.99	\$97.99	\$80.94	\$92.94	\$107.94
<b>Activation</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Rewards Cards/Promotions***</b>	\$50.00	\$50.00	\$50.00	N/A	N/A	N/A
<b>Total 2-year Cost for Existing Cogeco Customers</b>	\$1,653.76	\$1,893.76	\$2,301.76	\$1,942.56	\$2,230.56	\$2,590.56
<b>ACN Savings vs Existing Cogeco Customers</b>	\$288.80	\$336.80	\$288.80	N/A	N/A	N/A
<b>ACN Savings vs New Cogeco Customers</b>	\$114.80	\$162.80	\$102.80	N/A	N/A	N/A

Monthly pricing for ACN and Cogeco Cable includes modem rental fee. \*Up to speeds based on optimal conditions. Not all speeds available at all locations. \*\*Cogeco Internet has \$5 Bundling Discount; Home Phone assumes Select \$46.99 plan (includes unlimited NA calling) - \$10 Bundling discount \*\*\* Cogeco promotions are for new customers only and as follows \$174 for 15 Mbps & 30 Mbps and \$186 for 55 Mbps requires 6 month term: ETF is lesser of \$50 or 10% of remaining MRR of product in promotion. The ACN scenario is for transferred numbers. Competitive pricing valid as of July, 2015.

# Standalone ACN High Speed Internet Pricing Comparison

## Ontario

	ACN			Cogeco Cable		
Speed*	15 Mbps	30 Mbps	55 Mbps	15 Mbps	30 Mbps	55 Mbps
Usage Capacity	300 GB	300 GB	300 GB	95 GB	175 GB	275 GB
Monthly Price	\$47.99	\$57.99	\$72.99	\$54.95	\$64.95	\$76.95
Activation Fees	\$39.99	\$39.99	\$39.99	\$50.00	\$50.00	\$50.00
Rewards Cards/Promotions**	\$40	\$40	\$40	N/A	N/A	N/A
Total 2-Year Cost for Existing Cogeco Customers	\$1,151.75	\$1,391.75	\$1,751.75	\$1,368.80	\$1,680.80	\$1,896.80
ACN Savings vs Existing Cogeco Customers	\$217.05	\$217.05	\$145.05	N/A	N/A	N/A
ACN Savings vs New Cogeco Customers	\$217.05	\$217.05	\$145.05	N/A	N/A	N/A

Monthly pricing for ACN and Cogeco Cable includes modem rental fee.

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

\*\*Cogeco promotions are for new customers who bundle at least 1 other product

Competitive pricing valid as of July, 2015.

# Standalone ACN High Speed Internet Pricing Comparison

## Quebec

	ACN			Cogeco Cable		
Speed*	15 Mbps	30 Mbps	55 Mbps	15 Mbps	30 Mbps	55 Mbps
Usage Capacity	300 GB	300 GB	300 GB	70 GB	160 GB	260 GB
Monthly Price	\$45.95	\$55.95	\$72.99	\$48.95	\$60.95	\$75.95
Activation Fees	\$39.99	\$39.99	\$39.99	\$50.00	\$50.00	\$50.00
Rewards Cards/Promotions**	\$40	\$40	\$40	N/A	N/A	N/A
Total 2-Year Cost for Existing Cogeco Customers	\$1,103.75	\$1,343.75	\$1,751.75	\$1,224.80	\$1,512.80	\$1,872.80
ACN Savings vs Existing Cogeco Customers	\$121.05	\$169.05	\$121.05	N/A	N/A	N/A
ACN Savings vs New Cogeco Customers	\$121.05	\$169.05	\$121.05	N/A	N/A	N/A

Monthly pricing for ACN and Cogeco Cable includes modem rental fee.

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

\*\*Cogeco promotions are for new customers who bundle at least 1 other product

Competitive pricing valid as of July, 2015.

# Benefits

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- Competitively priced; and similar to service customer is already receiving
- Save money versus Cogeco
- Customer Reward card to offset upfront fees
- Eligible for Strive for 5 (*when bundled with Digital Phone Service*)
- Customer is doing business with someone they know

# Main Objection

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**Customer: “I like the reliability of my Cogeco 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 Cogeco
- In addition, the customer has the opportunity to do business with someone they know



ACN High Speed  
Internet  
*Bundled &  
Standalone*



SERVICE  
DELIVERY  
PROCESS



# Service Delivery Process

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

# Pre-Order Preparation

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## 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)*

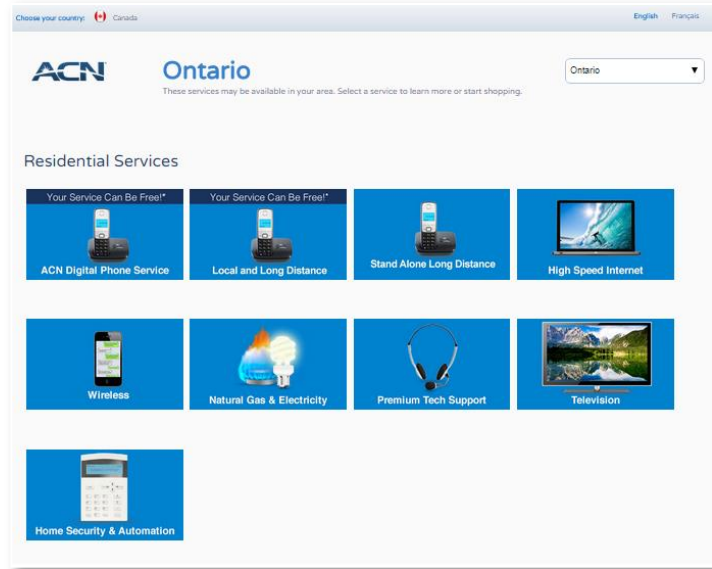
# Pre-Order Preparation

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## Important: Cogeco TiVo TV Service Customers

- ACN High Speed Internet does not currently support Cogeco TiVo TV Service.
- Customers will be advised, during the ordering process, that they will need to cancel their TiVo service if they want to proceed with their ACN High Speed Internet order.




# New Customer Orders



Direct customers to your online store to sign up for Cogeco 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><b>Bundle Digital Phone Service with High Speed Internet and Save!</b></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 <b>80 landline and mobile destinations</b> around the world!</p>	<p><b>Pricing Starting at \$62.99 / month</b></p> <p><input 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><b>Digital Phone Service</b></p> <p>Includes unlimited calling to more than <b>80 landline and mobile destinations</b> around the world!</p>	<p><b>\$29.99 / Month</b></p> <p><input type="radio"/> Yes! I would like to order Digital Phone Service</p>
<p>High Speed Internet</p> 	<p><b>Standalone High Speed Internet</b></p> <p>Choose the speed to meet your need with options up to 30Mbps.</p>	<p><b>Pricing Starting at \$41.99</b></p> <p><input type="radio"/> Yes! I would like to order High Speed Internet</p>
<a href="#">Next</a>		
<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

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

**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

# New Customer Orders

- High Speed Internet packages and pricing will be displayed based on location
- ACN will confirm speed and service availability within 2 business days after the order is submitted. If the desired speed is unavailable, ACN will provision the next highest internet speed.

## High Speed Cable

Benefit from the stability and reliability of Cogeco's cable network. Monthly charges include modem rental fees.<sup>1</sup>

- Standalone High Speed Cable 15 **\$47.99 / month**
- Standalone High Speed Cable 30 **\$57.99 / month**
- Standalone High Speed Cable 55 **\$72.99 / month**

- 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.



# New Customer Orders

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

Progress: Packages (selected) — Customize — Phone Numbers — Checkout — Order Confirmation

High Speed Cable	
Benefit from the stability and reliability of Cogeco's cable network. Monthly charges include modem rental fees. <sup>1</sup>	<b>Monthly Charge</b> <b>\$72.99</b> with a 1 year term
<input type="radio"/> Standalone High Speed Cable 15 <b>\$47.99 / month</b>	Activation fee: \$ 30.00 Shipping & Handling: \$ 9.99
<input type="radio"/> Standalone High Speed Cable 30 <b>\$57.99 / month</b>	
<input checked="" type="radio"/> Standalone High Speed Cable 55 <b>\$72.99 / month</b>	

<sup>1</sup> 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\*

[Next](#)

# New Customer Orders

- 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/activation date, which is approximately 2-3 weeks from today's date.

<sup>1</sup> 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\*

**Step Two: Select your Preferred Installation Time and Date**

Preferred Installation Date\*  Preferred Time\*

Alternate Installation Date\*  Preferred Time\*

**Step Three: Special Instructions for the Technician**

Special Instructions for the technician

Commonly Used Special Instructions [See Examples](#)

\*required field

**Next**

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

# New Customer Orders

## Existing Cogeco Customers

- Customers who are currently with Cogeco for their internet service will need to indicate whether they have TiVo TV service
- If so, they will be asked whether they wish to proceed with their order as this service is not supported by ACN

### Step One: Enter your Current Provider Information

Current Local Service Provider\*

None ▼

Current Internet Service Provider\*

Cogeco ▼

Do you have TiVo TV Service from Cogeco Cable?\*

Yes

No

ACN High Speed Internet does not currently support Cogeco TiVo TV Service. Please select from one of the following options:

I intend to cancel my TiVo service and wish to proceed with my ACN internet order. Note that cancellation charges may apply.

I do not wish to proceed with my order at this time.

Next

# New Customer Orders

- The customer will then have to fill in the details regarding their account.
- Important things to keep in mind:
  - Name on account must match name on the payment method
  - Customer must 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

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.*

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

User Name\*

Password\*  Password must be between 6-12 characters and contain at least one letter and one number

Confirm Password\*

# New Customer Orders (Internet)

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.

# 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.



The screenshot shows a form titled "Shipping" with a dark blue header. On the left, the "Device" is listed as "HSI Modem". To the right, there is a "Ship To" section with a text input field containing the address "555 TEST AVENUE, TEST CITY, H2B2Y8" and a dropdown arrow. To the right of the address field is a yellow button labeled "Add New Address". At the bottom right of the form is another yellow button labeled "Next".




# New Customer Orders


- 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 :

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

[Next](#)

# New Customer Orders

Progress bar: Packages, Customize, Phone Numbers, Checkout, **Order Confirmation**

### Order Confirmation

**Your Order Summary** [Print a copy of your order](#)

Please review your order details for accuracy and click **Submit** to process your order.

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.

<b>Bill To:</b> TEST TEST 488 KENMARR CRES 66 BURLINGTON, ON, L7L 4R7	<b>Order Details:</b> Order Number: 1632981 Order Date: 7/8/15 3:46 PM 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
Standalone High Speed Cable 55	\$72.99	488 KENMARR CRES 66

**EQUIPMENT CHARGES**

Description	Unit Price	Qty	Shipping Address	Service Address	Total
HSI Modem	\$0.00	1	488 KENMARR CRES 66	488 KENMARR CRES 66	\$0.00
Activation Fee	\$30.00				\$30.00
Shipping and Handling	\$9.99	1	488 KENMARR CRES 66		\$9.99

**Your Order Summary**

<b>Sub Total</b>	<b>\$39.99</b>
<b>Taxes</b>	<b>\$5.20</b>
<b>Total*</b>	<b>\$45.19</b>

[Submit](#)

- 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 “Submit” in order to submit their order



# New Customer Orders

- Customers will now be given a 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

Packages    Customize    Phone Numbers    Checkout    **Order Confirmation**

### Order Confirmation

Your order was processed successfully! [Place Another Order](#)

**Thank you for choosing ACN Canada!**


Your order confirmation number is: **1632981** [Print a copy of your order](#)

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
HSI Modem	\$0.00	488 KENMARR CRESCENT 66, APT 66, BURLINGTON, ON, L7L 4R7
<b>911 Address:</b> 488 KENMARR CRESCENT 66, APT 66, BURLINGTON, ON, L7L 4R7		
<b>Account Information:</b> Name: TEST TEST User Name: 1232648@fa3fe813d2fw Email Address: TEST@TEST.COM Contact Phone Number: 5145835555 Language Preference: fr Representative Team ID: Representative's Email Address:		
<b>Billing Address:</b> 488 KENMARR CRESCENT 66, APT 66, BURLINGTON, ON, L7L 4R7		
<b>Monthly Charges:</b> Plan: Standalone High Speed Cable 55 \$72.99		
<b>Equipment Charges:</b> Activation: \$30.00 Shipping: \$9.99 Taxes: \$5.20 Total: \$45.19		

### Phone Equipment Installation Assistance


 ACN's phone equipment is designed with ease-of-installation in mind. However some customers prefer the hands-off approach. For more information [click here](#).

**Security, protection and technical support - from the comfort of your home!**

Whether you desire to enhance the speed of a slow computer, fix error messages, set up a home network or backup your information, ACN Premium Technical Support has a plan for you!

**The perfect companion for your ACN Internet Service.**

[Find out more](#)

 **Call to order today!**  
1-866-991-7685

ACN Premium Technical Support is available in all Canadian provinces except Quebec, and in English only.



# ACN High Speed Internet

➔ EXISTING ACN  
CUSTOMER  
ORDERS

# Adding ACN High Speed Internet

- Existing Digital Phone Service customers will be able to add-on Cable 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

# Adding ACN High Speed Internet (con't)

- Customers who are currently with Cogeco for their internet service will need to indicate whether they have TiVo TV service
- If so, they will be asked whether they wish to proceed with their order as this service is not supported by ACN

The screenshot shows the ACN website interface. At the top, there are navigation links: Home, Products & Services, Customer Care, and About ACN. Below these are communication options: Email Us!, Text Us!, and CHAT UNAVAILABLE. The user is logged in as BILL DAICOS. The main content area is titled "Step One: Enter your Current Provider Information" and includes a red warning: "If you have an existing Telephone Service and / or Internet Service, please provide the following." The form fields are: "\*Current Local Service Provider" (dropdown menu set to "Choose One"), "\*Current Internet Provider" (dropdown menu set to "Cogeco"), and "\*Do you have TiVo TV Service from Cogeco Cable?" (radio buttons for Yes and No, with "No" selected). Below this, a message states: "ACN High Speed Internet does not currently support Cogeco TiVo TV Service. Please select from one of the following options:" followed by two radio button options: "I intend to cancel my TiVo service and wish to proceed with my ACN internet order. Note that cancellation charges may apply." and "I do not wish to proceed with my order at this time." A "Continue" button is at the bottom of the form. The footer contains copyright information and links to IBO Back Office, Acceptable Use Policy, Privacy Policy, and Terms of Use.

# Switching From ACN DSL To Cable High Speed Internet

- Customer opting to switch to Cable service from their existing ACN DSL connection will be able to do so using their **customer portal** by selecting “Modify your Internet Service Plan”

Home Products & Services Customer Care About ACN

ACN Communicate without Boundaries Email Us! Text Us!

Hello Logout

**Account Management**

Use this section to order additional services and equipment, upgrade/replace devices, or transfer phone numbers.

[Order New Service with a New Phone Number](#)  
Add new service and a new telephone number to a new Phone Adapter or Video Phone. You may also use this option to add a new telephone number to an existing two-line phone adapter, if applicable.

[Order New Service and Transfer Your Existing Home Phone Number](#)  
Add new service and transfer your telephone number to a new Phone Adapter or Video Phone. You may also use this option to transfer your telephone number to an existing two-line phone adapter, if applicable.

[Add Family Plan with Video Phone](#)  
Add a Family Plan to your existing Video Phone/Phone Adapter account. Family Plan lines offer unlimited calling to other ACN Digital Phone Service customers with no additional long distance charges. Family Plans do not support 911 emergency calling.

[Add Virtual Phone Number](#)  
Add a virtual phone number as your secondary phone number from any available area code. With Virtual Numbers, you can have a local number regardless of the location of your video phone or telephone adapter, allowing people in those areas to call a local number in order to reach you. This means no more long distance charges for them. Virtual Numbers are 'inbound numbers only' and are used for others to call you.

[Upgrade or Replace Device](#)  
Keep your current number and replace your current device or upgrade to the latest Video Phone.

[Add International Calling Plan](#)  
Call your favorite international destinations for less!

[Modify your Internet Service Plan](#)  
Change your service plan for internet service. Be advised that changes to your internet service carry a service charge and will result in a renewal of your internet contract for a period of 12 months.

ACCOUNT CALL LOG  
BILL PAYMENT HISTORY  
FEATURES AND SERVICES  
Plan Details  
Add On  
Manage Features  
View Devices

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# Switching From ACN DSL To Cable High Speed Internet

- Then by selecting “Switch to Cable High Speed Internet Service”

The screenshot displays the ACN Account Management interface. On the left, a sidebar menu includes 'ACCOUNT', 'CALL LOG', 'BILL PAYMENT HISTORY', and 'FEATURES AND SERVICES'. The main content area is titled 'Modify your Service Plan' and contains two radio button options:

- Modify your Internet Service Speed**  
Change the speed of your High Speed Internet service
- Switch to Cable High Speed Internet Service**  
Switch from DSL to Cable High Speed Internet service

The second option is highlighted with a red oval. A 'Continue' button is located at the bottom right of the interface.

# Switching From ACN DSL To Cable High Speed Internet

- Customers will be asked to provide preferred time and dates for the installation of their service

**Account Management**

ACCOUNT  
CALL LOG  
BILL PAYMENT HISTORY  
FEATURES AND SERVICES  
[Plan Changes](#)  
[Add On's](#)  
[Manage Features](#)  
[View Orders](#)

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**Switch to Cable High Speed Internet**

Your current DSL Plan: High Speed Internet Service 25

Your desired Cable Plan: High Speed Cable Internet 10.....\$49.00

Installation of your ACN service will require the visit of a technician. Please select from the preferred service Installation Dates listed below. Your installation date will be confirmed via telephone or email after your order has been placed. If your requested speed is not available we will contact you regarding your order.

All service plan changes will renew the contract on your high speed internet for a term of 12 months. Please note that once your service installation is complete you will be required to return your Cable modem equipment to ACN. Failure to return your modem equipment within 21 days will result in a charge of \$65 for non-returned equipment.

**Preferred Installation Date:** 2015-06-05

**Alternate Installation Date:** 2015-06-05

**Special instructions for technician:**

[Maximum characters: 250]  
You have 250 characters left.

**Service Address:**  
**Address:**  
**City:**  
**Province:**  
**Postal Code:**

**Preferred Time:** Choose Date  
Morning (8:00 a.m. - 12:00 p.m.)  
Afternoon (12:00 p.m. - 4:00 p.m.)

# Switching From ACN DSL To Cable High Speed Internet

- A modem will be shipped to the customer and a technician will be dispatched to install the service
- Customers will be required to return their existing DSL equipment once the Cable installation is complete
- If your customer needs a Wi-Fi network at home, or simply needs to connect multiple devices, ACN recommends purchasing a wireless router\*

*\*ACN recommends the Linksys e1200 wireless router*





# Switching From ACN DSL To Cable High Speed Internet

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## Installation Summary

1. Customer selects installation date during ordering process
2. ACN will dispatch a Cogeco technician to install the new service
3. Once the installation is complete the customer will connect their modem using the installation guide included with the device
4. Once the switch to ACN High Speed Cable Internet is complete, the customer must return their existing equipment to ACN, otherwise a \$65 fee will be charged. The ACN DSL service will automatically be cancelled.

ACN High Speed  
Internet  
*Bundled &  
Standalone*

➔ INSTALLATION



# Important Things to Remember

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- Confirmation and communication of ACN High Speed Internet availability may take up to 2 business days to communicate to the customer.
- In rare cases, Internet may not be available even if Cogeco Cable 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

# Important Things to Remember

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- If your customer has existing Internet service 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 the same day the High Speed Internet is installed and activated.

# ACN High Speed Internet Customers

## **Scenario 1:** Customer has Internet with Cogeco

1. Customer selects activation date during ordering process
2. ACN will confirm the activation date with the customer
3. On the activation date, the customer will unplug their current modem and connect the new modem using the installation guide included with the device
4. Once ACN High Speed Internet is active, the customer must return their existing equipment to Cogeco and cancel their service, otherwise they will incur fees from Cogeco

# Cable High Speed Internet Customers

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

1. Customer selects installation date during ordering process
2. ACN will dispatch a Cogeco technician to install the new service
3. Once the installation is complete the customer will connect their modem using the installation guide included with the device
4. Once ACN High Speed Internet is active, the customer must return their existing equipment to their DSL provider (customer will continue to be charged if equipment is not returned)

# What can the customer expect from the Cogeco technician?

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## Prepare the customer for the following:

- A service technician from Cogeco will be installing the service on ACN's behalf.
- The technician may call prior to arriving at the customer's premises. If there is no answer, the technician may not show up to the customer's premises.

# What can the customer expect from the Cogeco technician?

(con't)

## Prepare the customer for the following:

- The technician will install a cable to the customer's specifications;
- Technician will check signal strength at the jack or cable location of customer's choice and activate the service;
- The technician is not responsible for installation of the modem, customers should use the installation guide found with the modem to connect the device;

*Note: it may take up to 10 minutes for the modem to connect to the Internet*



# Important Reminders

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## Things for your customer to keep in mind:

- ACN's Cable modem does not provide Wi-Fi capability
- If your customer needs a Wi-Fi network at home, or simply needs to connect multiple devices, ACN recommends purchasing a wireless router\*

*\*ACN recommends the Linksys e1200 wireless router*

ACN High Speed  
Internet  
*Bundled &  
Standalone*

→ SUPPORT



# Support

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## 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

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## 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 as follows:
  - **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  
<http://www.acnservices.com/ca/contact.html>

ACN High Speed  
Internet  
*Bundled &  
Standalone*

→ CUSTOMER  
REWARDS



# Customer Rewards Redemption Process

- A \$40 reward card for those customers that select Standalone ACN High Speed Internet
- Up to \$110 reward card if ACN High Speed Internet + Voice
- 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](http://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

Customer Rewards Redemption Form	
<b>Customers with New Phone Numbers</b>	* Customer First Name <input type="text"/>
<b>Customers Transferring Phone Numbers</b>	* Customer Last Name <input type="text"/>
<b>ACN Local &amp; Long Distance Service</b>	* Customer Address <input type="text"/>
<b>Satellite TV</b>	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"/>
<b>Rewards Program Requirements:</b>	* Services signed up for (choose 1): <ul style="list-style-type: none"><li><input type="checkbox"/> ACN Digital TV Service (with a New Number) + High Speed Internet + Sat TV</li><li><input type="checkbox"/> ACN Digital TV Service (with a New Number) + High Speed Internet + Sat TV</li><li><input type="checkbox"/> ACN Digital TV Service (with a New Number) + High Speed Internet</li><li><input type="checkbox"/> ACN Digital TV Service (with a New Number) + High Speed Internet</li><li><input type="checkbox"/> ACN Digital TV Service (with a New Number) + Sat TV</li><li><input type="checkbox"/> ACN Digital TV Service (with a New Number) + Sat TV</li><li><input type="checkbox"/> ACN Local &amp; Long Distance Service + High Speed Internet</li><li><input type="checkbox"/> Sat TV</li></ul>
<b>Additional General Requirements:</b> <ul style="list-style-type: none"><li>Customer must complete the online redemption form within 30 days of placing order.</li><li>Customer Reward Card will be sent after service remains active and in good standing for:<ul style="list-style-type: none"><li>120 days for all ACN, High Speed Internet and Sat Office</li><li>120 days for all ACN, High Speed Internet and Sat Office</li><li>300 days for Local + TS or 20 Mbps High Speed Internet</li></ul></li><li>Rewards offer based above cannot be combined.</li><li>One Reward or Request (MasterCard) per address.</li><li>Customer must meet 100% of the Reward Request (MasterCard) within specified redemption period - typically 90 days.</li><li>It may take up to 6 weeks after the qualification period before receipt of the RewardCard Request Card.</li><li>Offer cannot be used in conjunction with other offers.</li><li>Customer must follow separate redemption instructions for other reward programs. Product availability subject to reward agreement terms (as provided to Customer).</li></ul>	Digital Phone Service <input type="text"/>
	(Placed in customer welcome email, 11 digit beginning with 1)
	Sat TV Account Number <input type="text"/>
	* Date Ordered <input type="text"/>
	ACN IBO Business ID <input type="text"/>
	* Indicates Response Required
	<input type="button" value="Submit"/>

# ACN High Speed Internet

 ON-LINE PORTAL





# Online Customer Portal

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

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

Appendix:  
ACN High Speed  
Internet  
*Bundled &  
Standalone*

→ Price Comparison  
versus Bell



# ACN Bundled High Speed Internet + Voice Pricing Comparison

## ACN Offers Higher Speeds at Lower Rates

### Ontario

Speed*	ACN			Bell **		
	15 Mbps	30 Mbps	55 Mbps	15 Mbps	25 Mbps	50 Mbps
<b>Usage Capacity</b>	300 GB	300 GB	300 GB	50 GB	125 GB	250 GB
<b>Internet</b>	\$43.00	\$53.00	\$68.00	\$55.95	\$65.95	\$75.95
<b>Home Phone</b>	\$29.99	\$29.99	\$29.99	\$43.95	\$43.95	\$43.95
<b>Long Distance</b>	N/A	N/A	N/A	\$13.95	\$13.95	\$13.95
<b>Total Monthly Price</b>	\$72.99	\$82.99	\$97.99	\$113.85	\$123.85	\$133.95
<b>Activation</b>	N/A	N/A	N/A	\$49.95	\$49.95	\$49.95
<b>Rewards Cards/Promotions***</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total 2 year Cost for Existing Bell Customers</b>	\$1,751.76	\$1,991.76	\$2,351.76	\$2,782.35	\$3,022.35	\$3,262.35
<b>ACN Savings vs Existing Bell Customers</b>	\$1,030.59	\$1,030.59	\$910.59	N/A	N/A	N/A
<b>ACN Savings vs New Bell Customers</b>	\$982.59	\$952.59	\$832.59	N/A	N/A	N/A

Monthly pricing for ACN and Bell includes modem rental fee. \*Up to speeds based on optimal conditions. Not all speeds available at all locations. \*\*Bell Home Phone assumes Basic \$46.95 plan - \$3 Bundling discount; Bell LD assumes Canada/US 500 MOU \$13.95 package  
 \*\*\*Bell promotions are for new customers only and as follows \$48 for 15 Mbps, \$78 for 25 Mbps & 50 Mbps. The ACN scenario is for transferred numbers. Competitive pricing valid as of July, 2015.

# ACN Bundled High Speed Internet + Voice Pricing Comparison

## ACN Offers Higher Speeds at Lower Rates

### Quebec

	ACN			Bell **		
Speed*	15 Mbps	30 Mbps	55 Mbps	15 Mbps	25 Mbps	50 Mbps
<b>Usage Capacity</b>	300 GB	300 GB	300 GB	60 GB	150 GB	250 GB
<b>Internet</b>	\$41.00	\$51.00	\$68.00	\$52.95	\$57.95	\$72.95
<b>Home Phone</b>	\$29.99	\$29.99	\$29.99	\$40.95	\$40.95	\$40.95
<b>Long Distance</b>	N/A	N/A	N/A	\$13.95	\$13.95	\$13.95
<b>Total Monthly Price</b>	\$70.99	\$80.99	\$97.99	\$107.85	\$112.85	\$127.85
<b>Activation</b>	N/A	N/A	N/A	\$49.95	\$49.95	\$49.95
<b>Rewards Cards/Promotions***</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total 2 year Cost for Existing Bell Customers</b>	\$1,703.76	\$1,943.76	\$2,351.76	\$2,638.35	\$2,758.35	\$3,118.35
<b>ACN Savings vs Existing Bell Customers</b>	\$934.59	\$814.59	\$766.59	N/A	N/A	N/A
<b>ACN Savings vs New Bell Customers</b>	\$910.59	\$790.59	\$727.59	N/A	N/A	N/A

Monthly pricing for ACN and Bell includes modem rental fee. \*Up to speeds based on optimal conditions. Not all speeds available at all locations. \*\*Bell Home Phone assumes Basic \$43.95 plan - \$3 Bundling discount; Bell LD assumes Canada/US 500 MOU \$13.95 package  
 \*\*\*Bell promotions are for new customers only and as follows \$24 for 15 Mbps & 25 Mbps, \$39 for 50 Mbps. The ACN scenario is for transferred numbers. Competitive pricing valid as of July, 2015.

# Standalone ACN High Speed Internet Pricing Comparison

## Ontario

	ACN			Bell		
Speed*	15 Mbps	30 Mbps	55 Mbps	15 Mbps	25 Mbps	50 Mbps
Usage Capacity	300 GB	300 GB	300 GB	50 GB	125 GB	250 GB
Monthly Price	\$47.99	\$57.99	\$72.99	\$55.95	\$65.95	\$75.95
Activation Fees	\$39.99	\$39.99	\$39.99	\$49.95	\$49.95	\$49.95
Rewards Cards/Promotions**	\$40	\$40	\$40	N/A	N/A	N/A
Total 2 Year Cost for Existing Bell Customers	\$1,151.75	\$1,391.75	\$1,751.75	\$1,392.75	\$1,632.75	\$1,872.75
ACN Savings vs Existing Bell Customers	\$241.00	\$241.00	\$121.00	N/A	N/A	N/A
ACN Savings vs New Bell Customers	\$193.00	\$163.00	\$43.00	N/A	N/A	N/A

Monthly pricing for ACN and Bell includes modem rental fee.

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

\*\*Bell promotions are for new customers.

Competitive pricing valid as of July, 2015.

# Standalone ACN High Speed Internet Pricing Comparison

## Quebec

	ACN			Bell		
Speed*	15 Mbps	30 Mbps	55 Mbps	15 Mbps	25 Mbps	50 Mbps
Usage Capacity	300 GB	300 GB	300 GB	60 GB	150 GB	250 GB
Monthly Price	\$45.95	\$55.95	\$72.99	\$52.95	\$57.95	\$72.95
Activation Fees	\$39.99	\$39.99	\$39.99	\$49.95	\$49.95	\$49.95
Rewards Cards/Promotions**	\$40	\$40	\$40	N/A	N/A	N/A
Total 2 Year Cost for Existing Bell Customers	\$1,103.75	\$1,343.75	\$1,751.75	\$1,320.75	\$1,440.75	\$1,800.75
ACN Savings vs Existing Bell Customers	\$217.00	\$97.00	\$49.00	N/A	N/A	N/A
ACN Savings vs New Bell Customers	\$193.00	\$17.00	\$10.00	N/A	N/A	N/A

Monthly pricing for ACN and Bell includes modem rental fee.

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

\*\*Bell promotions are for new customers.

Competitive pricing valid as of July, 2015.