

ACN High Speed Internet Bundled with Voice



Available in Telus
and Bell Aliant Markets



Table of contents

- Overview.....P 3
- Service Offering.....P 6
- Pricing.....P 11
- Service Delivery Process.....P 15
- Order Process.....P 20
- Installation & Support.....P 26
- Existing ACN Customer Add-ons.....P 31
- Rewards Card.....P 33

Overview

ACN High Speed Internet Bundled with Voice

Provides small business customers the convenience of bundling ACN DigitalTalk® *Express* Phone Service with High Speed Internet

- Now available in Telus and Bell Aliant markets
- Can be bundled with either the DigitalTalk® *Express phone service* or with the Phone Adapter
- Internet speeds of up to 25 Mbps in Telus territory and up to 13 Mbps in Aliant territory

Benefits

- Various High Speed Internet plans to accommodate business needs
- Convenience of bundling with ACN's DigitalTalk[®]
Express Phone Service
 - Simplified ordering process
 - One provider for both phone and Internet service
 - One bill
 - Coordinated installation
 - Single point of contact for customer care and technical support

Target Customers

Small Business customers that:

- Are in **Telus** and **Bell Aliant** markets
- Are looking for cost savings and convenience with the High Speed Internet required to power their new phone service!
- Desire a single-source provider (one bill)

ACN High Speed
Business Internet
Bundled with Voice

→ SERVICE
OFFERING



DigitalTalk® *Express* 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 small business customers with up to 8 voice lines

Product Overview

- Ideal for small businesses wanting an affordable multi-handset phone solution OR wanting to use their own phones
- Unlimited calling within Canada and to the U.S. with low-cost international calling rates
- Plans starting as low as \$29.99 per month
- Up to 8 lines available
- Supports Toll Free Service
- Option of a 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

High Speed Business Internet

- Must be bundled with ACN DigitalTalk® *Express* Phone Service
 - Can be bundled with either the DigitalTalk® *Express* Phone System or Adapter
- Up to 25 Mbps in Alberta and British Columbia
- Up to 13 Mbps in New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland & Labrador
- Wi-Fi modem included
- Professional installation of internet service

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



Pricing (Telus Market)

ACN High Speed Internet Bundled with Voice

- Competitively-priced plans (includes Wi-Fi modem rental)

Download Speed*	Upload Speed*	Bundled Internet + Voice (1 Line)
6 Mbps	1 Mbps	\$77.99
15 Mbps	1 Mbps	\$87.99
25 Mbps	5 Mbps	\$97.99
Activation Fee		Waived
Professional Installation (internet)		Waived
Equipment & Shipping / Handling Fee**		Waived

- 2- or 3-year term

* Up to speeds based on optimal conditions.

** Upfront fees waived when ordering Digital Talk Express Phone Adapter on a 3-year term.

Pricing (Bell Aliant Market)

ACN High Speed Internet Bundled with Voice

- Competitively-priced plans (includes Wi-Fi modem rental)
- Save when you Bundle!
- 2- or 3-year term

Download Speed*	Upload Speed*	Bundled Internet + Voice (1 Line)
2 Mbps	640 Kbps	\$63.99
7 Mbps	640 Kbps	\$67.99
13 Mbps	1 Mbps	\$79.99
Activation Fee		Waived
Professional Installation (Internet)		Waived
Equipment & Shipping / Handling Fee**		Waived

* Up to speeds based on optimal conditions.

** Upfront fees waived when ordering Digital Talk Express Phone Adapter on a 3-year term.

ACN Bundled High Speed Internet + Voice Pricing Comparison

ACN Offers Higher Speeds at Lower Rates

TELUS COMPARISON	ACN			Telus **	
	6 Mbps	15 Mbps	25 Mbps	15 Mbps	25 Mbps
Speed*					
Usage Capacity	UNLIMITED	UNLIMITED	UNLIMITED	400 GB	UNLIMITED
Internet	\$48.00	\$58.00	\$68.00	\$55.00	\$80.00
Home Phone	\$29.99	\$29.99	\$29.99	\$72.00	\$72.00
Long Distance	N/A	N/A	N/A	N/A	N/A
Total Monthly Price	\$77.99	\$87.99	\$97.99	\$127.00	\$152.00
Activation, Equipment & S/H	N/A	N/A	N/A	\$25.00	\$25.00
Rewards Cards/Promotions***	N/A	N/A	N/A	N/A	N/A
Total 3-year Cost for Existing Telus Customers	\$2,807.64	\$3,167.64	\$3,527.64	\$4,597.00	\$5,497.00
ACN Savings vs Existing Telus Customers	N/A	\$1,429.36	\$1,969.36	N/A	N/A
ACN Savings vs New Telus Customers	N/A	\$1,129.36	\$1,429.36	N/A	N/A

Monthly pricing for ACN and Telus includes modem rental fee. *Up to speeds based on optimal conditions. Not all speeds available at all locations.

**Telus Internet has \$5 Bundling Discount; Home Phone assumes Elite \$72 plan (Unlimited N.A. MOU)

*** Telus promotions are for new customers only and as follows \$300 for 15 Mbps, \$540 for 25 Mbps. The ACN scenario is for transferred numbers with DTE PHONE ADAPTER on 3 year term. Competitive pricing valid as of July, 2015.

ACN Bundled High Speed Internet + Voice Pricing Comparison

ACN Offers Higher Speeds at Lower Rates

ALIAINT COMPARISON	ACN			Aliant **	
Speed*	2 Mbps	7 Mbps	13 Mbps	7 Mbps	50 Mbps (Fiber OP)
Usage Capacity	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Internet	\$34.00	\$38.00	\$50.00	\$24.20	\$57.20
Home Phone	\$29.99	\$29.99	\$29.99	\$35.75	\$35.75
Long Distance	N/A	N/A	N/A	\$12.00	\$12.00
Total Monthly Price	\$63.99	\$67.99	\$79.99	\$71.95	\$104.95
Activation, Equipment & S/H	N/A	N/A	N/A	82.50	82.50
Rewards Cards/Promotions***	N/A	N/A	N/A	N/A	N/A
Total 3-year Cost for Existing Aliant Customers	\$2,303.64	\$2,447.64	\$2,879.64	\$2,672.70	\$3,860.70
ACN Savings vs Existing Aliant Customers	N/A	\$225.06	N/A	N/A	N/A
ACN Savings vs New Aliant Customers	N/A	\$225.06	N/A	N/A	N/A

Monthly pricing for ACN and Aliant includes modem rental fee. *Up to speeds based on optimal conditions. Not all speeds available at all locations.

**Aliant Internet has Bundling Discount of \$18.25 on 7 Mbps & \$23.75 on 50 Mbps Bundles; Aliant offers \$6.50 3 year discount on 7 Mbps Bundle; Home Phone assumes Bundled \$35.75 plan (LD assumes 300 N.A. MOU @ \$0.04/MOU). The ACN scenario is for transferred numbers with DTE PHONE ADAPTER on 3 year term. Competitive pricing valid as of July, 2015.

ACN High Speed Business Internet Service Bundled with Voice



**SERVICE
DELIVERY
PROCESS**



Service Delivery Process

- Setting Customer Expectations
- Preliminary Serviceability
- Order Process
- Installation
- Support

Setting Customer Expectations

- It is important to note that **ACN DigitalTalk[®] Express Phone Service** (either the phone system or adapter) **must be available at the customer's location in order to include the High Speed Internet bundle.**
- Service and speed availability will be determined *after* the order is submitted – this can take up to 7 business days.
 - The customer may decide to cancel the High Speed Internet portion of the order in the event the speed desired is not available. The Install Team will process such requests **prior to the service being installed.**

Setting Customer Expectations

- **ACN DigitalTalk® *Express* Phone Service will be activated once High Speed Internet availability has been established.**
- **If the location is deemed unserviceable for High Speed Internet, the customer will be required to establish Internet service with an alternative provider.** (Internet service is required to operate ACN DigitalTalk *Express*® Phone Service.)
- **If the customer has existing Internet service, please ensure that he/she does not disconnect the service *prior* to the installation of ACN High Speed Internet service to avoid service interruption.**

Setting Customer Expectations

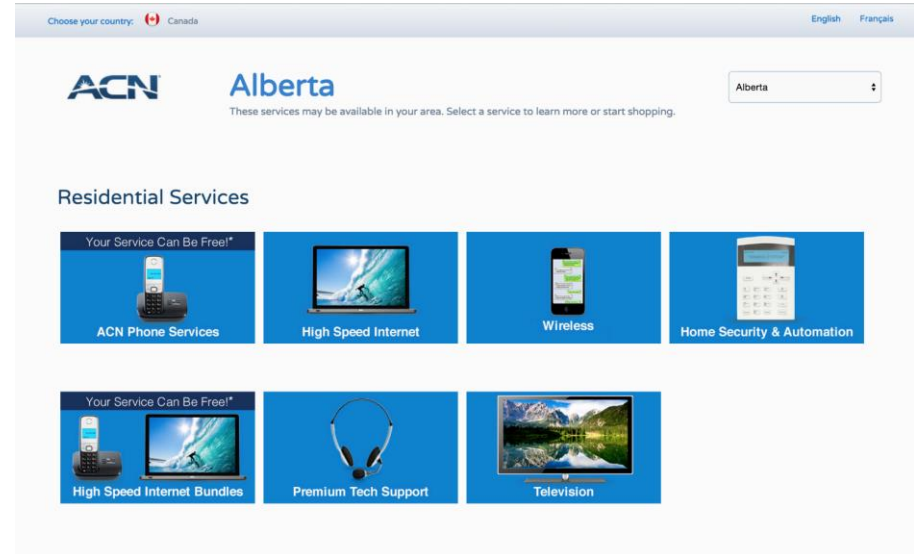
Important!

- High Speed Internet speeds are subject to availability by location and are “up to” the speed selected
- In some areas, ACN High Speed Internet may not be available even if Bell Aliant or Telus Internet service is currently available in that area.
- If ACN is unable to provision the customer’s desired speed, the next highest speed will be ordered
- Please remember, the options for a preliminary serviceability check for both Telus and Bell Aliant are not 100% confirmed. Once ACN submits the order for High Speed Internet, the provider will confirm if available (or not) and corresponding speeds.

Order Process

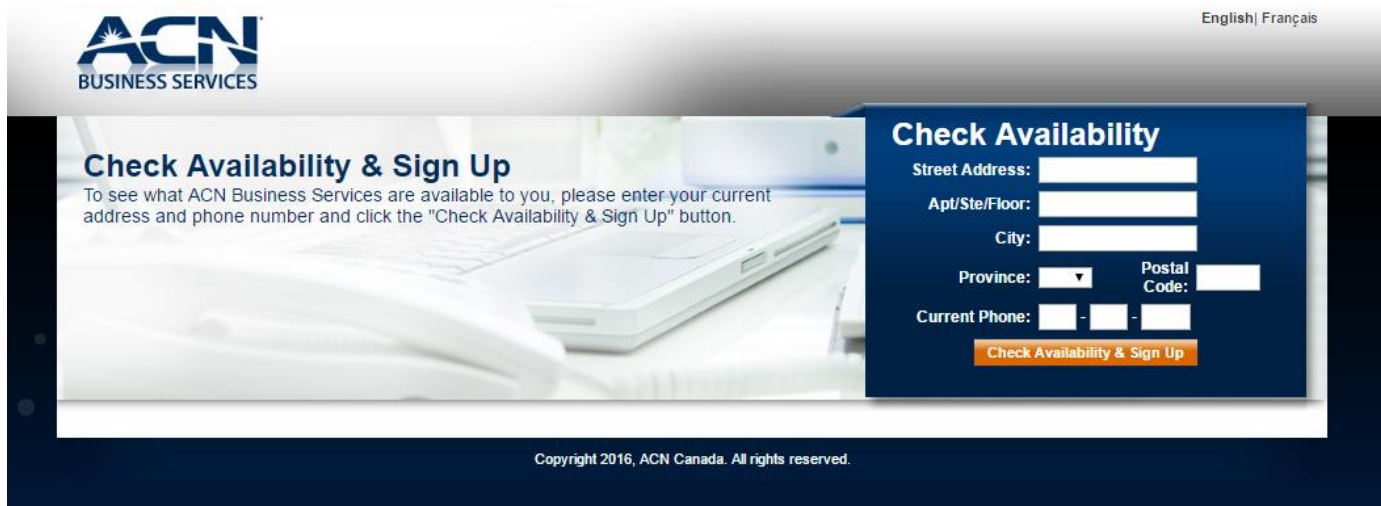
Direct customers to your online store to sign up

Product will be available under “Business Services” by first clicking the “ACN Phone Services and High Speed Internet” icon followed by “Learn More” under the DigitalTalk Express section then “Sign Up”



Preliminary Serviceability

Please remember, the preliminary serviceability check for both Telus and Bell Aliant are not 100% confirmed. Once ACN submits the order for High Speed Internet, the provider will confirm if available (or not) and corresponding speeds.



The screenshot shows the ACN Business Services website interface. At the top left is the ACN Business Services logo. At the top right, there is a language selector for 'English | Français'. The main content area features a background image of a laptop and a telephone. On the left, the heading 'Check Availability & Sign Up' is followed by a paragraph: '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.' On the right, a dark blue form titled 'Check Availability' contains the following fields: 'Street Address:' with a text input box; 'Apt/Ste/Floor:' with a text input box; 'City:' with a text input box; 'Province:' with a dropdown menu; 'Postal Code:' with a text input box; and 'Current Phone:' with three text input boxes separated by hyphens. Below these fields is an orange button labeled 'Check Availability & Sign Up'. At the bottom center of the page, the text 'Copyright 2016, ACN Canada. All rights reserved.' is displayed. The ACN logo is also present in the bottom right corner.

Order Process

The process begins with the selection of the phone service offering.

Once the customer has selected either ACN DigitalTalk[®] Express Phone Adapter or ACN DigitalTalk[®] Express, and all associated preferences on the **Plans & Options** page, he/she can then proceed to **Internet Options**.

The screenshot displays the ACN DigitalTalk Express website interface. At the top, there is a navigation menu with links for 'Plans & Equipment', 'Additional Options', 'Internet Options', 'Service Information', 'Customer Information', 'Terms & Conditions', 'Payment Information', and 'Confirm & Submit Order'. Below the navigation, a 'Congratulations!' message is followed by a note about the service's requirements. The main section is titled 'Choose Your Plan and Equipment' and offers two primary options:

- DigitalTalk[®] Express Phone Adapter**: Described as the ideal solution for businesses using existing phone systems. It offers a 3-year contract with a monthly fee of \$29.99 and a one-time fee of \$0.00 for a 4-port phone adapter. It includes unlimited calling within Canada and the US, support for up to 4 lines, and voice mail.
- DigitalTalk[®] Express Voice Line**: Described as the ideal solution for businesses desiring a complete communication system. It offers a 3-year contract with a monthly fee of \$29.99 and a one-time fee of \$99.99 for a Panasonic KX-TGP550 Professional Base Station & Handset. It includes unlimited calling within Canada and the US, support for up to 3 lines, a professional desktop phone system, a cordless handset, and voice mail. There are also options for additional handsets and desktop phones.

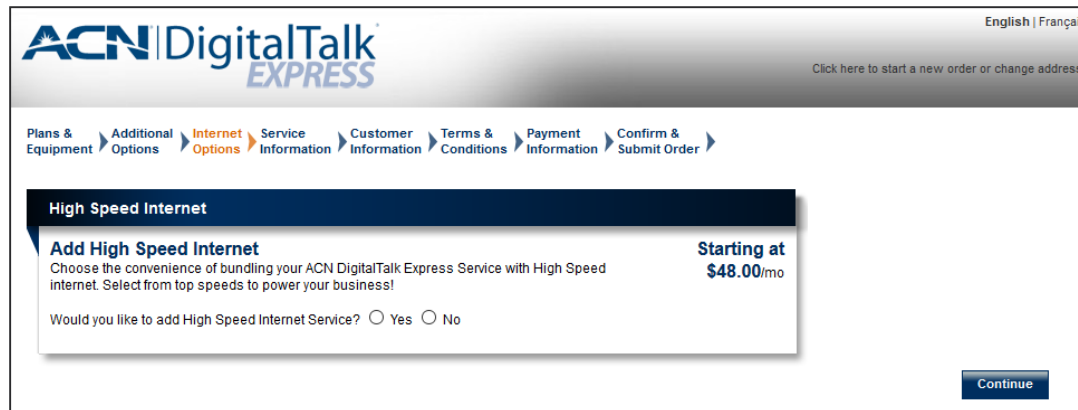
At the bottom right of the page, the ACN logo is visible.

Order Process

The **Internet Options** page will ask the customer if they are interested in purchasing Internet service.

If **no** is selected, the customer may continue with the remainder of the phone service order.

If **yes** is selected, the Internet service options will be visible for the customer to make a selection.



The screenshot shows the ACN DigitalTalk Express website interface. At the top, there is a navigation bar with the ACN logo and the text 'DigitalTalk EXPRESS'. In the top right corner, there are links for 'English | Français' and a link that says 'Click here to start a new order or change address.' Below the navigation bar is a breadcrumb trail: 'Plans & Equipment > Additional Options > Internet Options > Service Information > Customer Information > Terms & Conditions > Payment Information > Confirm & Submit Order >'. The main content area features a dark blue header for 'High Speed Internet'. Below this, there is a section titled 'Add High Speed Internet' with the text: '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 \$48.00/mo'. Below the text, there is a question: 'Would you like to add High Speed Internet Service?' followed by two radio buttons labeled 'Yes' and 'No'. At the bottom right of the form, there is a blue 'Continue' button.

Order Process

The example shown is that of the High Speed Internet options within the **Telus** territories.

The list of available dates will be shown within the install calendar

We ask customers to provide two dates for convenience

High Speed Internet

Add High Speed Internet
Choose the convenience of bundling your ACN DigitalTalk Express Service with High Speed Internet. Select from top speeds to power your business! **Starting at \$48.00/mo**

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

Make your personalized High Speed Internet selections below.¹

Download Speed	High Speed Internet Price
<input checked="" type="radio"/> High Speed DSL 6	\$48.00/mo
<input type="radio"/> High Speed DSL 15	\$58.00/mo
<input type="radio"/> High Speed DSL 25	\$68.00/mo

Bundled Monthly Charge²
(Includes DigitalTalk Express Service)

\$77.99/mo

3-Year Term Commitment
Shipping and Handling: Waived!
Activation Fee: Waived!

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

² Bundled monthly charge includes both ACN DigitalTalk Express Phone Service and High Speed Internet. Applicable taxes, surcharges and additional fees not included.

Installation Date

Please select your preferred installation date. A qualified technician will require access to your business location during the hours of 8am – 5pm. Someone 18 years or older must be present during the installation.

Preferred Installation Date:

Time of Day:

Alternate Installation Date:

Alternate Time of Day:

Technician Notes:

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: - -

New Customer Orders

Once the customer has completed his/her Internet preferences, the remainder of the ordering process will be specific to ACN DigitalTalk® Express Phone Service.

It is important to note that the Terms and Conditions of High Speed Internet will be listed along with those of the phone service. The customer will be required to acknowledge he/she has read and understands the terms for both services.

*For specifics on the product offering and ordering details for **ACN DigitalTalk® Express Phone Service**, please see the training materials located on acncompass.ca.*

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 and providing your digital signature.

- 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, interstate and international toll 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 whether your Internet connection is sufficient or not.
- I acknowledge that DigitalTalk® Express carries a three (3) year term commitment. I agree to maintain my service for the full term of the contract. If I disconnect prior to the term of the contract expiring, I agree that I will be charged an Early Termination Fee (ETF) of \$150.00.
- 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 (the "Service") which includes related products, "Device" or "Equipment," such as routers and telephones that are used in conjunction with the services, which includes but is not limited to hosted PBX, high

- I have read, understand and agree to the High Speed Internet Terms and Conditions as set forth below.

1. These High Speed Internet Service Terms and Conditions (this "Agreement") set forth additional, specific terms and conditions applicable to ACN's High Speed Internet Service ("HSI Service"). HSI Service may be offered in connection with any of the following primary services to which you subscribe (each, a "Primary Service"):
• ACN Digital Phone Service ("DPS"), a residential VOIP service, the terms and

ACN High Speed Business Internet

➔ INSTALLATION



Installation of High Speed Internet

- Once a confirmation of the installation date for the High Speed Internet has been received, your customer will be notified via phone and email.
- Your business customers will have access to both Installation and Technical support team members

Installation 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 Monday through Saturday from 8:00 am to 11:00 pm EST at 1-800-219-0143

ACN High Speed Internet Customers

Scenario 1: Customer has Internet service with Bell Aliant or Telus

1. Customer selects installation date during ordering process

2. ACN will dispatch a Bell Aliant or Telus technician to install the new service and the technician will:

- Install a phone jack (if required)
- Ensure that the ACN internet service is working
- Note: the technician will not connect the customer's modem. Once the installation is complete the customer will connect their modem using the installation guide included with the device

3. ACN will arrange to have the customer's existing service cancelled. Once ACN High Speed Internet is active, the customer must return their existing equipment to their provider. If rented modem equipment is not returned, the customer will incur fees from their existing provider.

ACN High Speed Internet Customers

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

1. Customer selects installation date during ordering process
2. ACN will dispatch a Bell Aliant or Telus technician to install the new service and the technician will:
 - Install a phone jack
 - Ensure that the ACN internet service is working
 - Note: the technician will not connect the customer's modem. Once the installation is complete the customer will connect their modem using the installation guide included with the device
3. [If applicable] customer will need to contact their initial provider to cancel their internet service

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 chat at www.myacncanada.ca:
 - **Call** – Monday through Saturday, 8 a.m. to 11 p.m. EST
 - **Chat** – Monday through Friday, 9 a.m. to 5 p.m. EST



ACN High Speed Business Internet with Voice

→ EXISTING ACN
CUSTOMER
ADD-ONS

Adding ACN High Speed Internet

- Existing ACN DigitalTalk® *Express or Phone Adapter* customers will be able to add-on High Speed Internet on **their customer portal** by clicking: “Features and Services” then “Add-ons” and finally “Add Business High Speed Internet Service”
- Customers will be asked to provide preferred time and dates for the installation of their service
- A Wi-Fi modem will be shipped to the customer and a technician will be dispatched to install the service

ACN High Speed Business Internet with Voice

→ CUSTOMER
REWARDS



Customer Rewards Redemption Process

- Customers that select ACN DigitalTalk® *Express* or Phone Adapter plus additional ACN business services will qualify for Customer Rewards up to **\$400!**
- Locate the details within the [Customer Rewards](#) section of myacncanada.ca



Customer Rewards

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

[→](#) Find out more

Customer Rewards Redemption Process

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

ACN BUSINESS SERVICES REWARDS

ACN Business Services Rewards

\$100

Get a \$100 Reward Card when you sign up for 2 Separate Business Services

\$250

Get a \$250 Reward Card when you sign up for 3 Separate Business Services

\$400

Get a \$400 Reward Card when you sign up for 4 Separate Business Services