



Standalone High Speed Internet



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Overview

- Residential High Speed Internet offering without having to bundle with ACN Digital or Local Phone Service
- Both Bell DSL and Videotron Cable High Speed Internet
- Available in Ontario and Quebec
- Up to 30 Mbps download speeds



Industry Stats

- Bell and Videotron's broadband reach - 8 million locations!
- 86% of Ontario & 78% of Quebec households have High Speed Internet access



Large Target Market

- Ideal for customers with no traditional home phone or cable telephone
- Growing market as younger households become wireless only



Setting Expectations with Your Customers

- ACN will verify serviceability after the order is placed
- Customer chooses an installation date (Typically 2-3 weeks out from order date)
- Customers will receive an ACN High Speed Internet modem in order to ensure the highest level of service quality
 - *The modem will arrive at the customer's premises prior to the activation/installation date*
- If your customer has existing Internet service, please ensure that they do not cancel their existing service until the High Speed Internet is installed and activated to avoid any service interruption



Setting Expectations with Your Customers

- Remind your customer to cancel their previous Internet Service AFTER installation so they are not billed from two carriers
- Alert the customer that they may receive a win-back attempt from their previous provider
 - “Why would you stay with a company that hasn’t given you their best pricing until you want to leave?”



Standalone High Speed Internet

Service Offering



New Service Offering

- **DSL** Internet 7 Mbps, 10 Mbps, and 15 Mbps available in Ontario and Quebec (Bell footprint)
- **Cable** Internet 5 Mbps, 10 Mbps, 20 Mbps & 30 Mbps available in Quebec (Videotron footprint)
- Ideal for residential customers without ACN Digital or Local & Long Distance phone service
- Plans starting as low as **\$41.99/month** (including modem rental)
- Activation fee of \$30.00 and \$9.99 Shipping & Handling fee
- Rewards Card to offset upfront fees
- Professional installation if required
- 1 year term commitment



Standalone High Speed Internet

Pricing



New Service Offering

- DSL Internet Pricing:

| Speed* | Ontario | Quebec |
|---------------|---------------|---------------|
| Up to 7 Mbps | \$46.99/month | \$44.99/month |
| Up to 10 Mbps | \$51.99/month | \$49.99/month |
| Up to 15 Mbps | \$56.99/month | \$54.99/month |

- Competitively priced plans (includes modem rental)
- \$30.00 Activation Fee and \$9.99 Shipping & Handling Fee
- \$40 Rewards Card to cover upfront fees
- 1 year term

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



New Service Offering

- Cable Internet Pricing:

| Speed* | Quebec |
|---------------|---------------|
| Up to 5 Mbps | \$41.99/month |
| Up to 10 Mbps | \$47.99/month |
| Up to 20 Mbps | \$56.99/month |
| Up to 30 Mbps | \$60.99/month |

Rogers
Cable
Internet in
2015!

- Competitively priced plans (includes modem rental)
- \$30.00 Activation Fee and \$9.99 Shipping & Handling Fee
- \$40 Rewards Card to cover upfront fees
- 1 year term

*Up to speeds based on optimal conditions; not all speeds available at all locations



Total ACN Standalone One Time Charges

| New Customers | One Time Charge |
|---|-----------------|
| Installation | <u>Waived!</u> |
| Activation | \$30.00 |
| Shipping & Handling | \$9.99 |
| Total for New Customers | \$39.99 |
| \$40.00 Rewards Card to cover all upfront fees | |

New customers must complete the online redemption form within 30 days of placing their order and will not receive the reward card until service has been activated and remains in good standing for 120 days. It will take up to 6 weeks to receive the Reward Card after the 120-day period has passed.



Main Objection

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

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



Benefits

- Offer a solution for High Speed Internet Service for people who do not have home phone service
- Competitively priced; and similar to service customer is already getting
- Customer Rewards card to offset upfront fees
- DSL modem is Wi-Fi enabled
- Customer is doing business with someone they know



Standalone High Speed Internet

Service Delivery Process



Order Process

- Customer enters phone number and address
- Customer makes selection from list of available speeds
- Service and speed availability will be confirmed after the order is submitted – this can take up to 2 business days for the customer to be notified
 - ✓ If the speed selected is available, customer's desired speed will be ordered
 - ✓ If the speed selected is unavailable, the next highest speed will be provisioned. Should the customer wish to cancel as a result of the desired speed not being available, then the customer will need to contact Customer Care – prior to installation – to cancel the High Speed Internet order
 - ✓ Customers will be contacted via email with status updates on progress of orders



Service Delivery Process

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



Pre-Order Preparation

Payment Methods:

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



New Customer Orders

PROPRIÉTAIRE D'ENTREPRISE INDÉPENDANT / Business ID: 0271670
[Contact Me](#) to find out how you can offer ACN services and earn residual income. English | Français

ACN Essential Services You Use Every Day

What services are available in my area?
Quebec

These services may be available in your area. Select a service to learn more or start shopping.

Quebec
Residential Services

- Digital Phone Service
- Local & Long Distance
- Wireless
- Stand Alone Long Distance
- Television
- Home Security & Automation
- High Speed Internet

Quebec
Small Business Services

- Phone Service
- Merchant Services
- Stand Alone Long Distance
- Security & Automation

 **will play for food**
Foundation.org

When you become an ACN customer, and pay your bill each month, you are feeding a child. It doesn't get more simple or more powerful than that!

[View eligible services for Will Play For Food here!](#)


Direct customers to your online store to sign up for Standalone High Speed Internet

Product will be available by clicking the "High Speed Internet" icon



New Customer Orders

Internet Français
[Add To Digital Phone Service](#) | [Add To Local & Long Distance](#)



ACN Standalone High Speed Internet
(provided by Bell & Videotron)

- Starting at \$41.99 per month
- Lightning-fast speeds up to 30 Mbps
- 1 year term Commitment
- Activation fee of \$30 and \$9.99 Shipping & Handling fee

[SHOP NOW](#)

With a variety of speeds to choose from, ACN has the High Speed Internet solution to fit your needs!

| DSL High Speed Internet (Bell) | | | Cable High Speed Internet (Videotron) | |
|--------------------------------|---------------|---------------|---------------------------------------|---------------|
| Speed* | Ontario | Quebec | Speed* | Quebec |
| 7 Mbps | \$46.99/month | \$44.99/month | 5 Mbps | \$41.99/month |
| 10 Mbps | \$51.99/month | \$49.99/month | 10 Mbps | \$47.99/month |
| 15 Mbps | \$56.99/month | \$54.99/month | 20 Mbps | \$56.99/month |
| | | | 30 Mbps | \$60.99/month |

Price includes modem rental
*Up to speeds based on optimal conditions




Ontario Cable Internet - Coming Soon!

Details regarding the offering can be found on the High Speed Internet page

Customers should select “Shop Now” to proceed to the ordering portal



New Customer Orders

| Bundled Services | | Features » |
|--|--|--|
| <p>High Speed Internet + Digital Phone Service</p>  | <p>Bundle Digital Phone Service with High Speed Internet and Save!</p> <p>Add Digital Phone Service to your High Speed Internet order for the perfect pair!</p> <p>Choose the speed to meet your needs with options up to 30Mbps.</p> <p>Includes unlimited calling to more than 80 landline and mobile destinations around the world!</p> | <p>Pricing Starting At \$60.99 / Month</p> <p><input checked="" type="radio"/> Yes! I would like to order Digital Phone Service with my High Speed Internet order</p> |
| Standalone Services | | Features » |
| <p>Digital Phone Service</p>  | <p>Digital Phone Service</p> <p>Includes unlimited calling to more than 80 landline and mobile destinations around the world!</p> | <p>\$29.99 / Month</p> <p><input type="radio"/> Yes! I would like to order Digital Phone Service</p> |
| <p>High Speed Internet</p>  | <p>Standalone High Speed Internet</p> <p>Choose the speed to meet your need with options up to 30Mbps.</p> | <p>Pricing Starting At \$41.99</p> <p><input type="radio"/> Yes! I would like to order High Speed Internet</p> |

[Next](#)

- 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 partial 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 DSL

Order DSL using Bell's High Speed FIBER® network. Monthly charge includes wireless enabled modem and technician assisted service installation.¹

- High Speed Internet 7Mbps **\$44.99 / month**
- High Speed Internet 10Mbps **\$49.99 / month**
- High Speed Internet 15Mbps **\$54.99 / month**

High Speed Cable

Benefit from the stability and reliability of Videotron's cable network. Monthly charges include modem rental fees and service installation.¹

- High Speed Internet 5Mbps **\$41.99 / month**
- High Speed Internet 10Mbps **\$47.99 / month**
- High Speed Internet 20Mbps **\$56.99 / month**
- High Speed Internet 30Mbps **\$60.99 / month**

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



New Customer Orders

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

| High Speed Cable | |
|---|---|
| Benefit from the stability and reliability of Videotron's cable network. Monthly charges include modem rental fees and service installation. ¹ | Monthly Charge \$60.99 with a 1 year term Activation fee: \$ 30.00 Shipping & Handling: \$9.99 |
| <input type="radio"/> High Speed Internet 5Mbps | \$41.99 / month |
| <input type="radio"/> High Speed Internet 10Mbps | \$47.99 / month |
| <input type="radio"/> High Speed Internet 20Mbps | \$56.99 / month |
| <input checked="" type="radio"/> High Speed Internet 30Mbps | \$60.99 / month |



New Customer Orders

Step One: Enter your Current Provider Information

Current Local Service Provider*

Current Internet Service Provider*

Step Two: Select your Installation Date

Available Technician Appointment Date*

Installation Window*

| December 2014 | | | | | | | January 2015 | | | | | | |
|---------------|----|----|----|----|----|----|--------------|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa |
| | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 1 | 2 | 3 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | 31 |

Step Three: Special Instructions for the Technician

Special Instructions for the technician

Commonly Used Special Instructions [See Examples](#)

- Once your customer's package has been selected they will be prompted to indicate their current phone and internet provider
- Customers will then be prompted to enter their preferred installation date and time
- The last step is to provide any special instructions the technician may need when performing the site visit



New Customer Orders

Account Creation

* Required fields

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

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

SSN/SIN

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

Alternate Contact Phone Number

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

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

Confirm Email Address*

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

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

User Name*

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

Confirm Password*

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

Security Question*

Security Answer*

Time Zone*

Language Preference*

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



New Customer Orders

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

Terms and Conditions

Terms and Conditions (High Speed Internet)

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

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

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

Next



New Customer Orders

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

Shipping

| | | |
|--|---|---------------------------------|
| Device | Ship To | |
| ACN Phone Adapter - Unlimited World Plan | 555 TEST AVE, MAINFLOOR, MONTREAL, QC, H3B252 | Add New Address |
| | | 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 :

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

[Next](#)

New Customer Orders

Order Confirmation

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

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

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

Existing TELUS High Speed Internet service customers who plan to keep their existing local phone service with TELUS should call ACN at 1-877-418-3738 with their order confirmation number to coordinate the transfer of their High Speed Internet service. The order confirmation number is displayed at the end of the order and is sent in an order confirmation email.

Monday-Friday 7:30 am - 6:00 pm (MT/PT)
Saturday 9:00am - 5:00pm (MT/PT)

Please note that your order cannot be processed until you contact ACN.

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

Bill To:
TEST TEST
555 TEST AVE
MONTREAL, QC, H3B2Y8

Order Details:
Order Number: 1532024
Order Date: 12/1/14 4:24 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 |
|----------------------------|-----------------|--------------|
| High Speed Internet 15Mbps | \$54.99 | 555 TEST AVE |

EQUIPMENT CHARGES

| Description | Unit Price | Qty | Shipping Address | Service Address | Total |
|-----------------------|------------|-----|------------------|-----------------|---------|
| HSI Modem | \$0.00 | 1 | 555 TEST AVE | 555 TEST AVE | \$0.00 |
| Activation Fee | \$30.00 | | | | \$30.00 |
| Shipping and Handling | \$9.99 | 1 | 555 TEST AVE | | \$9.99 |

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

Your Order Summary

| | |
|------------------|----------------|
| Sub Total | \$39.99 |
| Taxes | \$6.01 |
| Total | \$46.00 |

[Proceed to Payment](#)

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



New Customer Orders

| Order Confirmation | |
|---|---|
| Your order was processed successfully! Place Another Order | |
| Thank you for choosing ACN Digital Phone Service! | |
| Your order confirmation number is: 1532024 | 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. | |
| Device(s) | Cost Shipping Address |
| HSI Modem | \$0.00 555 TEST AVE, MAIN FLOOR, MONTREAL, QC, H2B2Y8 |
| 911 Address: 555 TEST AVE, MAIN FLOOR, MONTREAL, QC, H2B2Y8 | |
| Account Information: | Name: TEST TEST User Name: TESTING2165651685113 Email Address: TEST@ACNINC.COM Contact Phone Number: 5145834248 Language Preference: fr Representative Team ID: Representative's Email Address: |
| Billing Address: 555 TEST AVE, MAIN FLOOR, MONTREAL, QC, H2B2Y8 | |
| Monthly Charges: Plan: High Speed Internet 15Mbps \$54.99 | |
| Equipment Charges: | Activation: \$30.00 Shipping: \$9.99 Taxes: \$6.01 Total: \$46.00 |

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



Standalone High Speed Internet

Installation



Important Things to Remember!

- Confirmation and communication of High Speed Internet availability may take up to 2 business days to communicate to the customer
- In some areas, ACN High Speed Internet may not be available even if Bell or Videotron Internet service is currently available in that area. Possible reasons service may not be available include: Only Fibre to the Home available or no network facilities available



Important Things to Remember!

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



Standalone High Speed Internet

Bell DSL Installation



What can the customer expect from the Bell technician?

Prepare the customer for the following:

- A service technician from Bell will be installing the service on ACN's behalf
- Technician installation includes:
 - Unpacking and connecting the ACN modem to the jack
 - Ensuring that modem jack is providing internet connectivity
 - Connecting one PC, wired or wireless, to the modem where possible



DSL High Speed Internet Customers

Scenario 1: Customer has existing Internet service

1. Customer selects installation date during ordering process
2. ACN confirms customer's installation date and time
3. ACN dispatches a Bell technician to install the customer's ACN Internet service
4. Once ACN High Speed Internet is active, the customer should contact their current provider to disconnect the existing Internet service



DSL High Speed Internet Customers

Scenario 2: Customer has no existing Internet service

1. Customer selects installation date during the ordering process
2. ACN confirms customer's installation date and time
3. ACN dispatches a Bell technician to install the customer's ACN Internet service



Standalone High Speed Internet

Videotron Cable Installation



What can the customer expect from the Videotron technician? (If Technician is Required)

Prepare the customer for the following:

- If required (see scenarios 2 & 3 that follow), a professional technician from Videotron will be installing the service on ACN's behalf
- The technician is not responsible for installation of the modem



Cable High Speed Internet Customers (Transfer)

Scenario 1: Customer has Internet with Videotron Customer selects activation date during ordering process

1. ACN confirms the activation date to the customer, and that no technician visit is required
2. On the activation date, the customer unplugs their current modem and connects the new ACN modem using the installation guide included with the modem
3. Once ACN High Speed Internet is active, the customer should return their existing equipment to Videotron



Cable High Speed Internet Customers - Transfer

Scenario 2: Customer has Internet + Phone Service with Videotron (Transfer Requiring a Technician)

1. Customer selects installation date during ordering process
2. ACN confirms the installation date to the customer
3. ACN dispatches a Videotron technician to install the new service
4. Once the installation is complete the customer connects their new ACN modem using the installation guide included with the modem



Cable High Speed Internet Customers (New Service)

Scenario 3: Customer has no Internet service or has service with a DSL provider

1. Customer selects installation date during ordering process
2. ACN confirms the installation date to the customer
3. ACN dispatches a Videotron technician to install the new service
4. Once the installation is complete the customer connects their ACN modem using the installation guide included with the modem



Standalone High Speed Internet

Support



Support

Installation Support

- This team is designed to provide 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 issue with their service installation. This team can be reached at 800-886-2556 from:
 - 8:30 a.m. to 10 p.m. ET, Monday through Friday and;
 - Saturdays from 9 a.m to 5:30 p.m ET



Support

Technical Support

- Once the customer's service has been installed and is working as expected, support related calls are directed to our technical support agents. These agents are available by phone or by text message at 866-913-3445 from:
 - **Call** – Monday through Friday, 8 a.m. to Midnight and Saturday & Sunday, 9 a.m. to 9 p.m. ET
 - **Text/Chat** – Monday through Friday, 9 a.m. to 9 p.m. ET
 - **Email** – Response within 2 business days



Standalone High Speed Internet

Customer Rewards



Customer Rewards Redemption Process

- A \$40 reward card is available for those customers that select Standalone DSL or Cable Internet
- Locate the details within the [Customer Rewards](#) section of myacncanada.ca
- Only Internet customers who bundle with Digital Phone Service will be eligible for Strive for 5



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

Redeem Canada Customer Rewards - Standalone ACN High Speed Internet

Sign Up for Standalone ACN High Speed Internet **=\$40**

Rewards Program Requirements:

- New ACN customers who sign up by December 31, 2014.
- One Reward Card per customer.
- Customer must complete the online redemption within 45 days of placing the order. Once the service has been active and remains in good standing the customer is eligible for the gift card. Note that it may take up to 6 weeks after the good standing period before receipt of the Mastercard Reward Card.
 - o 120 days for Standalone High speed Internet
- Customers will need to use the MasterCard Reward Card within specified expiration period - typically 90 days.

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

Internet Customer Rewards Redemption Form

* Customer First Name

* Customer Last Name

* Customer Address

Customer Address 2

* City

* Province * Postal Code

* Customer Phone Number

* Customer Email Address

* Account Number

* Speed: HSI 7 Mbps
 HSI 10 Mbps
 HSI 15 Mbps
 Cable HSI 5 Mbps
 Cable HSI 10 Mbps
 Cable HSI 20 Mbps
 Cable HSI 30 Mbps

* Date Ordered

ACN IBO Business ID

* Indicates Response Required



Standalone High Speed Internet

Existing Customers



Servicing Existing ACN Customers

Existing ACN Phone Service Customers who want to add High Speed Internet should sign up through the customer portal to benefit from bundled pricing.

If Customer needs assistance placing their order they can contact ACN Customer Care.

If ACN Digital Phone Service or Local and Long Distance customers add on High Speed Internet, they will be eligible for Strive for 5.

