

ACN High Speed
Internet
&
ACN High Speed
Internet + Voice

→ Rogers Territories:
Ontario



Table of Contents

Overview.....	P 3
Service offering.....	P 5
Service Delivery Process.....	P 12
Existing Customer Orders.....	P 35
Installation.....	P 39
Support.....	P 46
Customers Rewards.....	P 49
Online Customer Portal.....	P 52

Overview

- Residential High Speed Cable Internet offering with up to 60 Mbps download speeds
- Standalone Internet or Bundled with Voice
- Available in Rogers footprint across Ontario

Industry Stats

- Rogers' Cable Internet reaches 4 million households!
- More than half of these households have High Speed Cable Internet with Rogers

ACN High
Speed
Internet
*Bundled & Stand
Alone*

➔ Service Offering



ACN High Speed Internet

- 15 Mbps, 30 Mbps & 60 Mbps speeds available in Ontario
- Standalone Plans starting as low as **\$55.99/month**
 - Price includes modem rental
- Activation fee of \$30.00 and \$9.99 Shipping & Handling fee*
- Rewards Card to offset upfront fees for Standalone Internet
- Professional installation included (if required)
- 1 year term commitment

*Waived when bundling with Voice!



ACN High Speed Internet Bundled & Standalone

- Competitively priced plans (includes modem rental)
- Save when you Bundle!
- 1 year term

Download Speed*	Upload Speed*	Bundled Internet + Voice	Standalone ACN Internet
15 Mbps	1 Mbps	\$78.99	\$55.99
30 Mbps	5 Mbps	\$86.99	\$63.99
60 Mbps	10 Mbps	\$96.99	\$73.99
Activation Fee		Waived	\$30.00
Shipping & Handling Fee		Waived	\$9.99
Rewards Card**		\$100	\$100

*Up to speeds based on optimal conditions.

** Bundled Rewards Card is \$100 when transferring number to ACN; and \$160 when taking a new number. Customers taking a new number will pay one-time fees of \$60.97 which includes the following fees: equipment, activation, and shipping.



ACN Bundled High Speed Internet + Voice Pricing Comparison

ACN Offers Higher Speeds at Lower Rates

Speed*	ACN			Rogers Cable**	
	15 Mbps	30 Mbps	60 Mbps	30 Mbps	60 Mbps
Usage Capacity	300 GB	300 GB	300 GB	100 GB	200 GB
Internet	\$49.00	\$57.00	\$67.00	\$64.99	\$74.99
Home Phone	\$29.99	\$29.99	\$29.99	\$45.91	\$45.91
Long Distance	N/A	N/A	N/A	\$5.00	\$5.00
Total Monthly Price	\$78.99	\$86.99	\$96.99	\$115.90	\$125.90
Shipping & Activation Fees	N/A	N/A	N/A	N/A	N/A
Rewards Cards/Promotions	\$100	\$100	\$100	N/A	N/A
Total 2 year Cost for Existing Rogers Customers	\$1,796	\$1,988	\$2,228	\$2,782	\$3,022
ACN Savings vs Existing Rogers Customers	N/A	\$794	\$794	N/A	N/A
ACN Savings vs New Rogers Customers***	N/A	\$719	\$719	N/A	N/A

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

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

**Rogers Home Phone assumes 'Favorites' plan at \$45.91/mo + \$5/mo Long Distance plan (500 NA minutes included).

*** Rogers offers a \$75 discount (\$25 off for 3 months) on Internet for new customers.

ACN's phone service is the Home Unlimited World Plan, and the \$60.96 one-time fees are waived when the customer transfers their number.

Competitive pricing valid as of April, 2015.

Standalone ACN High Speed Internet Pricing Comparison

	ACN			Rogers Cable	
Speed*	15 Mbps	30 Mbps	60 Mbps	30 Mbps	60 Mbps
Usage Capacity	300 GB	300 GB	300 GB	100 GB	200 GB
Monthly Price	\$55.99	\$63.99	\$73.99	\$64.99	\$74.99
Shipping & Activation Fees	\$39.99	\$39.99	\$39.99	N/A	N/A
Rewards Cards/Promotions**	\$100.00	\$100.00	\$100.00	N/A	N/A
Total 2 Year Cost for Existing Rogers Customers	\$1,284	\$1,476	\$1,716	\$1,560	\$1,800
ACN Savings vs Existing Rogers Customers	N/A	\$84	\$84	N/A	N/A
ACN Savings vs New Rogers Customers**	N/A	\$74	\$74	N/A	N/A

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

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

**Rogers promotion is for new customers only and is \$75 off Internet (\$25 for 3 months); New Rogers customers also pay a \$64.94 fee for installation and activation.

Competitive pricing valid as of April, 2015.

Benefits

- Competitively priced; and similar to service customer is already getting
- Save money versus competition (Rogers)
- Customer Reward card to offset upfront fees
- Eligible for Strive for 5 (when bundled with Digital Phone Service)
- Customer has relationship with IBO

Main Objection

- Customer: “I like the reliability of my Rogers/Bell Internet service.”
- ACN’s High Speed Internet service uses many of the same network elements as Rogers. Also, ACN’s modems are Rogers’ certified, and installation is performed by Rogers’ technicians
- In addition, the customer has the opportunity to do business with someone they know

ACN High
Speed
Internet
*Bundled & Stand
Alone*



Service Delivery
Process



Setting Expectations with Your Customers

- Customer chooses an installation date (Typically 2-3 weeks out from order date)
- 95% of time our eligible footprint will match Rogers' coverage. IBO can check serviceability on Rogers' website before speaking to customer
- 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

Setting Expectations

- Customers will receive an ACN High Speed Cable 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 with Rogers:
 - Ensure that they cancel their existing service for the date they request the ACN service to be installed on.
- Warn the customer that a win-back attempt may be made when they call to drop service.
 - “Why would you stay with a company that hasn't given you their best pricing until you want to leave?”

Service Delivery Process

- Pre-Order Preparation
- 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)

Pre-Order Preparation

- Confirming Serviceability for High Speed Internet:
- If you are unsure of whether your potential customer qualifies for Rogers Cable Internet service with ACN, you may pre-qualify their address using the Rogers retail website.

Confirming Serviceability for High Speed Internet

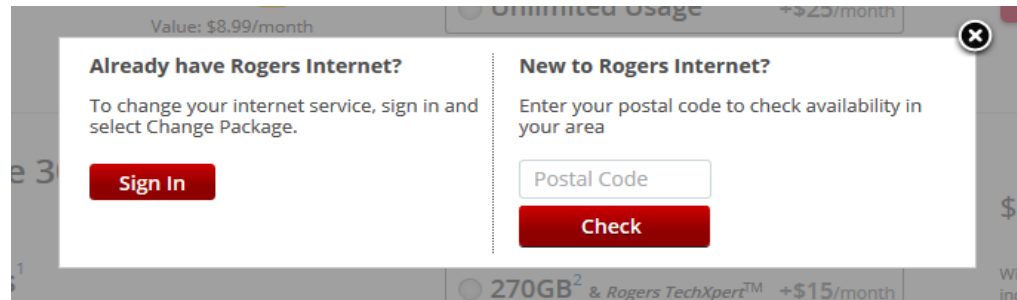
1. Visit

<http://www.rogers.com/web/link/hispeedBrowseFlowDefaultPlans>

2. Choose the speed the customer wants, select “Add to Cart”

3. Enter the customer`s Postal Code

4. Select Check

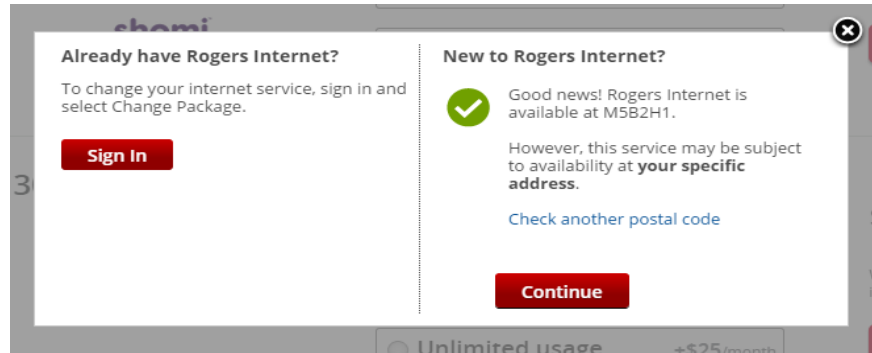


The screenshot shows a web form for checking serviceability. It is divided into two columns. The left column is titled "Already have Rogers Internet?" and contains the text "To change your internet service, sign in and select Change Package." with a red "Sign In" button below it. The right column is titled "New to Rogers Internet?" and contains the text "Enter your postal code to check availability in your area" with a text input field labeled "Postal Code" and a red "Check" button below it. The form is overlaid on a background showing parts of a product listing, including "Value: \$8.99/month", "Unlimited Usage +\$25/month", and "270GB² & Rogers TechXpert™ +\$15/month".

Confirming Serviceability for High Speed Internet

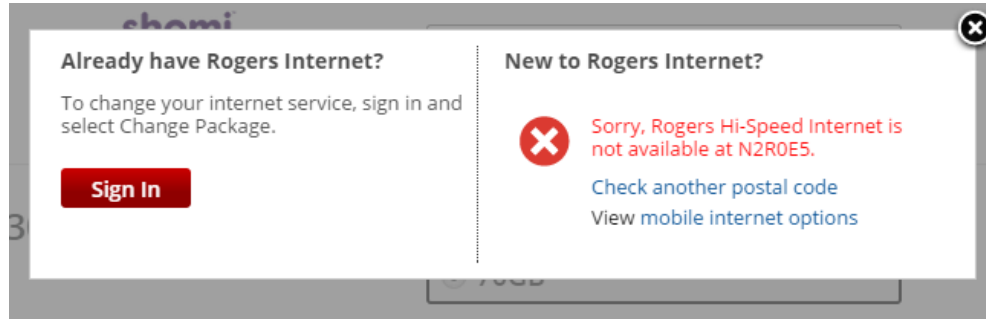
Once the address has been validated, the Rogers retail site will indicate whether cable internet service is available for that postal code

Please note that final serviceability will be confirmed by ACN after the order has been submitted



Confirming Serviceability for High Speed Internet

If the results indicate that Rogers is NOT available, the message below will appear:



New Customer Orders

The screenshot displays the ACN Ontario website interface. At the top left is the ACN logo, followed by the word "Ontario" and a subtext: "These services may be available in your area. Select a service to learn more or start shopping." To the right is a dropdown menu set to "Ontario". Below this is a section titled "Residential Services" containing a grid of service icons:

- ACN Digital Phone Service (with "Your Service Can Be Free!" banner)
- Local and Long Distance (with "Your Service Can Be Free!" banner)
- Stand Alone Long Distance
- High Speed Internet
- Wireless
- Natural Gas & Electricity
- Premium Tech Support
- Television
- Home Security & Automation

- 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 English

Avec service de téléphonie numérique Avec téléphonie locale et interurbaine [Soutien](#)



ACCÉLÉREZ
votre MONDE

[CLAVARDAGE](#)

Internet haute vitesse autonome d'ACN
(fourni par Bell, Bell Alliant, Rogers & Vidéotron)

- A partir de 41,99 \$/mois
- Des vitesses supérieures allant jusqu'à 80 Mbps
- Engagement d'un an
- Frais d'activation de 30 \$ et frais de transport et maintenance de 9,99 \$

Avec une grande variété de vitesses, ACN a le service d'Internet haute vitesse qui répondra à vos besoins!

[MAGASINER](#)

Sélectionnez votre province afin d'obtenir des tarifs:
Québec | Ontario | Canada Atlantique

Ontario

Internet haute vitesse DSL (Bell)

Vitesse* (Download)	Vitesse* (Upload)	Prix
7 Mbps	1 Mbps	46,99 \$/mois
10 Mbps	1 Mbps	51,99 \$/mois
15 Mbps	1 Mbps	56,99 \$/mois

Internet haute vitesse par câble (Rogers)

Vitesse* (Download)	Vitesse* (Upload)	Prix
15 Mbps	1 Mbps	55,99 \$/mois
20 Mbps	3 Mbps	63,99 \$/mois
80 Mbps	10 Mbps	73,99 \$/mois

*Vitesse en Gbit selon des conditions optimales. Le prix inclut la location de modem.
Pour l'Internet haute vitesse par câble de Rogers et de Vidéotron, ACN recommande l'achat d'un routeur sans fil Wi-Fi avec 4 ports Ethernet. ACN recommande de brancher plusieurs appareils. ACN recommande le routeur sans fil Linksys WRT320.

Details regarding the offering can be found on the 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 60Mbps.</p> <p>Includes unlimited calling to more than 80 landline and mobile destinations around the world!</p>	<p>Pricing Starting at \$62.99 / 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 60Mbps.</p>	<p>Pricing Starting at \$41.99</p> <p><input type="radio"/> Yes! I would like to order High Speed Internet</p>
Next		
I have an existing ACN Video Phone or Phone Adapter		

- After clicking Shop Now, customers will be directed to the ACN ordering portal
- 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 FIBE® network. Monthly charge includes a wireless enabled modem.¹

- High Speed Internet 7Mbps **\$46.99 / month**
- High Speed Internet 10Mbps **\$51.99 / month**
- High Speed Internet 15Mbps **\$56.99 / month**

High Speed Cable

Benefit from the stability and reliability of Rogers' cable network. Monthly charges include modem rental fees.¹

- High Speed Internet 15Mbps **\$55.99 / month**
- High Speed Internet 30Mbps **\$63.99 / month**
- High Speed Internet 60Mbps **\$73.99 / 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 Rogers' cable network. Monthly charges include modem rental fees.¹

- | | |
|---|------------------------|
| <input type="radio"/> High Speed Internet 15Mbps | \$55.99 / month |
| <input checked="" type="radio"/> High Speed Internet 30Mbps | \$63.99 / month |
| <input type="radio"/> High Speed Internet 60Mbps | \$73.99 / month |

Monthly Charge

\$63.99

with a 1 year term

Activation fee: \$ 30.00
Shipping & Handling: \$ 9.99

New Customer Orders

Step One: Enter your Current Provider Information

Current Local Service Provider*

None ▼

Current Internet Service Provider*

None ▼

Step Two: Select your Preferred Installation Time and Date

Installation of your ACN service may 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.

Preferred Installation Date* 2015-02-19

Preferred Time*

Morning (8:00 a.m. - 11:00 a.m.) ▼

Alternate Installation Date* 2015-02-18

Preferred Time*

Morning (8:00 a.m. - 11:00 a.m.) ▼

Closest Intersection*

Important: If you currently have internet service with a cable provider, you will need to contact your current internet provider to request a cancellation of your internet service, for the date you requested your new installation with us. This action should be taken within 24 hours of your current order being completed.

Important: The technician will contact you on the day of your service installation to confirm your availability. If the technician is not able to reach you he may not go to your address.

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

- 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 dates and times

New Customer Orders

Account Creation

Required fields

First 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.

Last Name*

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 8-12 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. Rogers technician will call Mobile number if both numbers are provided
- Email Address will be main point of contact between customer and ACN

New Customer Orders (VoIP)

- If bundling Internet with Digital Phone Service, Customer will be asked to review ACN's DPS Terms and Conditions and indicate that they accept by checking off the boxes shown below

Terms and Conditions (Digital Phone Service)

Please read the following information about how 911 service works

Thank you for selecting ACN Digital Phone Service, a broadband voice-over-Internet-protocol ("VoIP") phone service (the "Service"), that includes related products or devices used in conjunction with the Service such as Family Plan, analog terminal adaptors, video phones, routers or any other IP connection device used with the Service that is provided by ACN (collectively, "Device" or "Devices") 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

I have reviewed and accept the E911 / Basic 911 service notice above.

Terms and Conditions (Digital Phone Service)

2. SERVICE

2.1 TERM

There is a two year service commitment when you sign-up and/or purchase your Video Phone device, one year for analog telephone adapter ("Initial Term"). Thereafter, this Agreement automatically renews on a month-to-month basis (each, a "Renewal Term") unless you give ACN written notice or contact ACN via email or telephone of non-renewal at least ten (10) days before the expiration date of

Please review and acknowledge that you understand these important points.

I have reviewed and accept the E911 / Basic 911 service notice above.

I have reviewed the terms of service and accept that Digital Phone Service with the Videophone has a two-year service agreement and that a Phone Adapter has a one-year service agreement.

I have reviewed the terms of service and accept that if I cancel my Digital Phone Service ten or more days after shipment of my device, but before the end of my service agreement (IRIS 5000 - 2 years, Phone Adapter - 1 year), I am subject to an early termination fee as set in section 2.2.

I have reviewed and accept that the ACN Family Plans do not have 911 service and calls can be placed within ACN's Digital Phone Service network only.

I have reviewed and accept the 911 limitations associated with Digital Phone Service and understand my phone will not work in a power or Internet outage.

Next

New Customer Orders (Internet)

- Customers will now be asked to review ACN's High Speed Internet 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 HSI Modem	Ship To 555 TEST AVENUE, TEST CITY, H2B2Y8	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

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.

Bill To: TEST TEST 869 COSBURN AVE EAST YORK, ON, M4C 2W4	Order Details: Order Number: 1620156 Order Date: 5/1/15 1:56 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 30Mbps	\$63.99	869 COSBURN AVE

EQUIPMENT CHARGES

Description	Unit Price	Qty	Shipping Address	Service Address	Total
HST Modem	\$0.00	1			\$0.00
Activation Fee	\$30.00				\$30.00
Shipping and Handling	\$9.99	1	869 COSBURN AVE		\$9.99

* These charges will be debited from your credit card or bank account once you complete your order. Please note that once your services become active your account will be debited for your monthly service charges. Please ensure that you have sufficient funds in your account to cover your monthly charges.

Your Order Summary	
Sub Total	\$39.99
Taxes	\$5.20
Total*	\$45.19

[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 “Proceed to Payment” in order to submit their order

New Customer 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: 1620156 [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	869 COSBURN AVENUE, MAINFLOOR , EAST YORK, ON, M4C 2W4
		911 Address: 869 COSBURN AVENUE, MAINFLOOR , EAST YORK, ON, M4C 2W4

Account Information: Name: TEST TEST
User Name: TDAFDW9S5DAFW9AS3D2F
Email Address: TEST@ACNINC.COM
Contact Phone Number: 5145834248
Language Preference: en
Representative Team ID:
Representative's Email Address:

Billing Address: 869 COSBURN AVENUE, MAINFLOOR, EAST YORK, ON, M4C 2W4

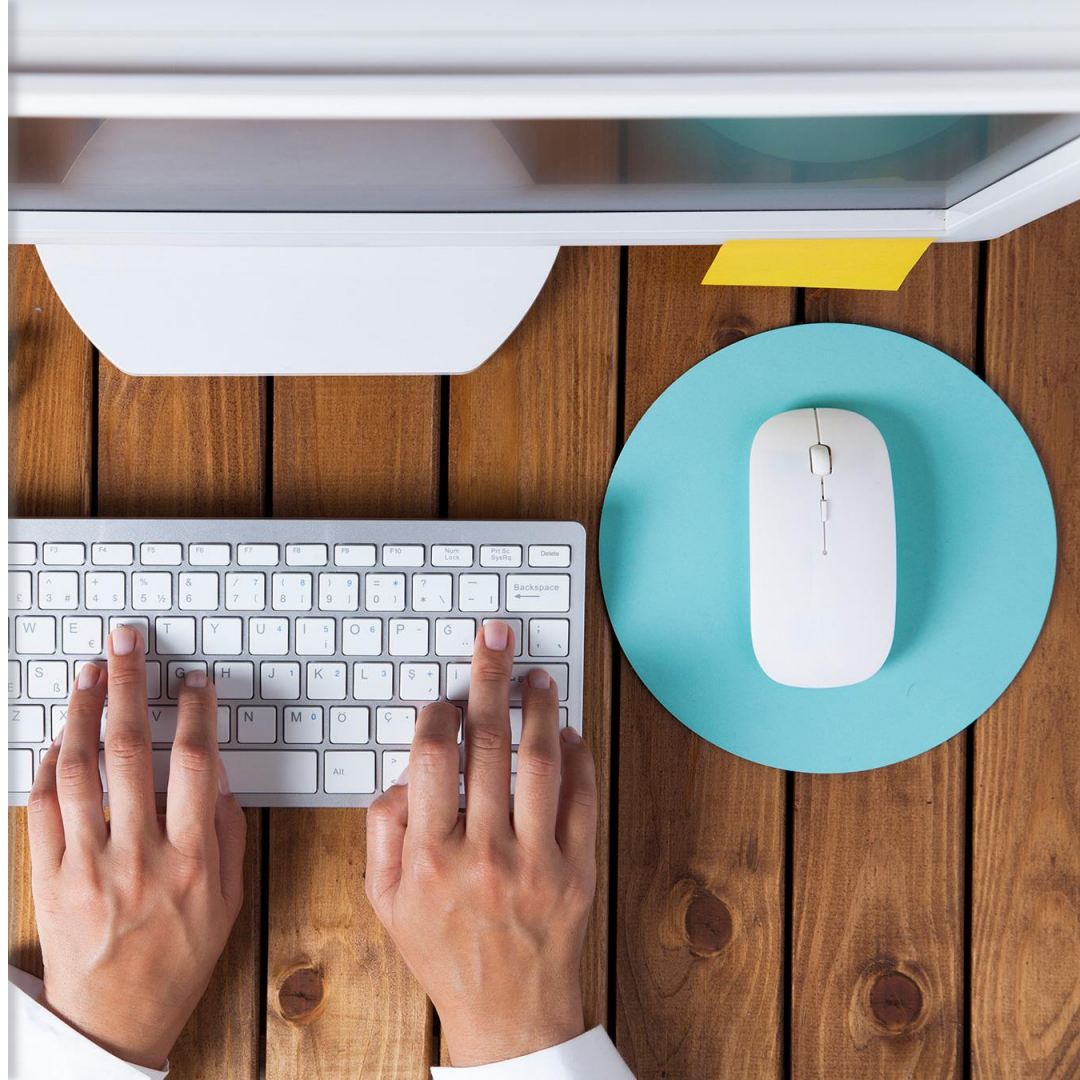
Monthly Charges: Plan: High Speed Internet 30Mbps \$63.99

Equipment Charges: Activation: \$30.00
Shipping: \$9.99
Taxes: \$5.20
Total: \$45.19

- Customers will now be given the 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
- Should customers have any questions regarding their orders they can reach ACN via our Toll-Free number, chat or email service

ACN High Speed Internet

➔ Existing 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
- Customers will be asked to provide preferred time and dates for the installation/activation of their service
- A modem will be shipped to the customer and a technician may be dispatched to install the service
- For more details, see Installation Scenarios 1 & 2 on slides 40-41

Switching to ACN 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 the “Switch to Cable High Speed Internet Service” function in the “Modify your Internet Service Plan” menu
- 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. If your customer needs a WiFi network at home, or simply needs to connect multiple devices, ACN recommends purchasing a wireless router such as the Linksys E1200.
- Customers will be required to return their existing DSL equipment once the Cable installation is complete

Important Reminders

- Customers adding on or switching to Cable from DSL will be charged upfront fees for their order:
 - Activation Fee: \$30.00
 - Shipping and Handling Fee: \$9.99
- When requesting a switch to Cable from DSL customers will need to return their DSL equipment to avoid a non-returned modem fee
- ACN's provisioning team will keep your customers posted on the progress of their orders via email

ACN High Speed Internet Bundled & Stand Alone



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 a very small percentage of cases, Cable Internet may not be available even if Rogers 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

ACN High Speed Internet Customers

Scenario 1 - Transfer: Customer has Internet with Rogers

1. Customer selects activation date during ordering process. Name on ACN order must match name on Rogers' account
2. Customer requests cancellation, within 24 hours, of their existing service with Rogers for the same date as the activation
3. ACN will confirm the activation date with the customer. No technician visit is required
4. On the activation date, the customer will unplug their current modem and connect the new modem using the installation guide included with the device
5. Once ACN High Speed Internet is active, the customer should return their existing equipment to Rogers



ACN 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 Rogers technician to install the new service
3. Once the installation is completed the customer will connect their modem using the installation guide included with the device
4. Once ACN High Speed Internet is active, the customer can cancel their DSL service and return their existing equipment to their DSL provider (if applicable)

What can the customer expect from the Rogers technician?

Prepare the customer for the following:

- A service technician from Rogers 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 for the appointment

What can the customer expect from the Rogers 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

- Things for your customer to keep in mind:
- If your customer needs a WiFi 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 & Stand
Alone*

 [Support](#)



Support

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

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 am to Midnight and Saturday & Sunday, 9 am to 9 pm ET
 - Text or Chat – Monday through Friday, 9 am to 9 pm ET

ACN High Speed Internet

Bundled & Stand Alone



Customer
Rewards




Customer Rewards Redemption Process

- A \$100 reward card for those customers that select Standalone ACN High Speed Internet
- \$100 reward card if ACN High Speed Internet + Voice
- Locate the details within the Customer Rewards



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

Redeem Canada Customer Rewards - Standalone ACN High Speed Internet

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

Sign Up for Standalone ACN High Speed Cable Internet in Ontario and Western Canada = \$100

Rewards Program Requirements:

- New ACN customers who sign up by May 31, 2015.
- One Reward Card per customer.
- Customer must complete the online redemption within 30 days of placing the order. Once the service has been active and remains in good standing for 120 days 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.
- 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 Cit 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

* ACN Order Confirmation Number

Provided on the Order Confirmation Screen once enrollment is completed, begins with a 1

* Speed: HSI 2 Mbps
 HSI 7 Mbps
 HSI 10 Mbps
 HSI 15 Mbps
 Cable HSI 5 Mbps
 Cable HSI 10 Mbps
 Cable HSI 20 Mbps
 Cable HSI 25 Mbps
 Cable HSI 30 Mbps
 Cable HSI 50 Mbps
 Cable HSI 60 Mbps

* Date Ordered

ACN IBO Business ID

* Indicates Response Required

Submit

ACN High Speed Internet



Online Customer
Portal



Online Customer Portal

- ACN Cable Internet customers benefit from the following features on their Online Customer Portal:
- View your invoices
- Manage Payment Methods
- Increase your Internet speeds
- And More!

Online Portal: Standalone Internet Customers

Existing ACN Standalone Cable Internet customers will be able to add-on ACN Digital Phone Service from their customer portals!

Customers adding on Digital Phone Service will benefit from lower rates on their internet service!