

ACN High Speed
Internet
&
ACN High Speed
Internet + Voice



Shaw Territories:
Western Canada (Alberta
and British Columbia)



Table of Contents

- ACN High Speed Internet in Shaw Territories.....P 3
- Overview.....P 6
- Service Offering.....P 9
- Service Delivery Process.....P 15
- Existing ACN Customer Orders.....P 30
- Installation.....P 36
- Support.....P 44
- Customer Rewards.....P 47
- Existing DPS Customers.....P 50



ACN High Speed Internet

AVAILABLE IN MOST OF SHAW'S FOOTPRINT

- Standalone Internet or Bundled with Voice
- Residential High Speed Internet offering with up to 60 Mbps download speeds
- Available in most of Shaw's footprint: Western Canada (Alberta and British Columbia)

ACN High Speed Internet *in Shaw Territories*

- Available to New and Existing ACN Digital Phone Service Customers
- Competitive Pricing/Good Value – offer several high speeds at lower prices
- Up to 4 Customer Points (Bundled with Voice)
- Residuals for Life of Customer
- 100% Commissionable

High Revenue, High Value & Long Term Customers



Industry Stats

- Shaw's cable internet reaches 3.5 million households
- Almost 2 million of these households are Shaw Internet subscribers!

ACN High Speed
Internet + Voice
&
ACN High Speed
Internet



Shaw Territories:
Western Canada (Alberta
and British Columbia)



Bundled Service Overview

- 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
 - Competitive pricing

ACN High Speed Internet

- Cable Internet 5 Mbps, 15 Mbps, 30 Mbps & 60 Mbps available in Alberta and British Columbia
- Standalone Plans starting as low as **\$41.99/month**
 - Price includes modem rental
- Activation fee of \$30.00 and \$9.99 Shipping & Handling fee*
- Professional installation
- 1-year term commitment

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



ACN High Speed
Internet
*Bundled &
Standalone*



SERVICE
OFFERING



ACN High Speed Internet Bundled & Standalone

- Competitively priced plans (includes modem rental)
- Save when you Bundle!
- \$100 Rewards Card on Standalone to offset upfront fees
- 1-year term

Download Speed*	Upload Speed*	Bundled Internet + Voice	Standalone ACN Internet
5 Mbps	512 Kbps	\$63.99	\$41.99
15 Mbps	512 Kbps	\$76.99	\$54.99
30 Mbps	2.5 Mbps	\$89.99	\$67.99
60 Mbps	3 Mbps	\$123.99	\$101.99
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

ACN Offers Higher Speeds at Lower Rates

	ACN				Shaw Cable**			
Speed*	5 Mbps	15 Mbps	30 Mbps	60 Mbps	5 Mbps	15 Mbps	30 Mbps	60 Mbps
Usage Capacity	300 GB	300 GB	300 GB	400 GB	60 GB	125 GB	250 GB	400 GB
Internet	\$34.00	\$47.00	\$60.00	\$94.00	\$53.00	\$63.00	\$73.00	\$93.00
Home Phone	\$29.99	\$29.99	\$29.99	\$29.99	\$36.00	\$36.00	\$36.00	\$36.00
Long Distance	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00	\$10.00	\$10.00	\$10.00
Total Monthly Price	\$63.99	\$76.99	\$89.99	\$123.99	\$99.00	\$109.00	\$119.00	\$139.00
Activation Fees	N/A	N/A	N/A	N/A	\$29.95	\$29.95	\$29.95	\$29.95
Rewards Cards/Promotions***	\$100	\$100	\$100	\$100	N/A	N/A	N/A	N/A
Total 2 year Cost for Existing Shaw Customers	\$1,435.76	\$1,747.76	\$2,059.76	\$2,875.76	\$2,405.95	\$2,645.95	\$2,885.95	\$3,365.95
ACN Savings vs Existing Shaw Customers	\$970.19	\$898.19	\$826.19	\$490.19	N/A	N/A	N/A	N/A
ACN Savings vs New Shaw Customers	\$642.29	\$535.29	\$428.29	\$22.29	N/A	N/A	N/A	N/A

Monthly pricing for ACN and Shaw Cable includes modem rental fee. *Up to speeds based on optimal conditions. Not all speeds available at all locations. **Shaw Home Phone assumes basic \$30 plan + \$10, 500 minutes of North American Long Distance + \$6 Voicemail

*** Shaw promotions are for new customers only and as follows \$327.90 for 5 Mbps, \$362.90 for 15 Mbps, \$397.90 for 30 Mbps and \$467.90 for 60 Mbps.

The ACN scenario is for transferred numbers. Competitive pricing valid as of August, 2015.

Standalone ACN High Speed Internet Pricing Comparison

	ACN				Shaw Cable			
Speed*	5 Mbps	15 Mbps	30 Mbps	60 Mbps	5 Mbps	15 Mbps	30 Mbps	60 Mbps
Usage Capacity	300 GB	300 GB	300 GB	400 GB	60 GB	125 GB	250 GB	400 GB
Monthly Price	\$41.99	\$54.99	\$67.99	\$101.99	\$53.00	\$63.00	\$73.00	\$93.00
Activation Fees	\$39.99	\$39.99	\$39.99	\$39.99	\$29.95	\$29.95	\$29.95	\$29.95
Rewards Cards/Promotions**	\$100	\$100	\$100	\$100	N/A	N/A	N/A	N/A
Total 2 Year Cost for Existing Shaw Customers	\$947.75	\$1,259.75	\$1,571.75	\$2,387.75	\$1,301.95	\$1,541.95	\$1,781.95	\$2,261.95
ACN Savings vs Existing Shaw Customers	\$354.20	\$282.20	\$210.20	(\$125.80)	N/A	N/A	N/A	N/A
ACN Savings vs New Shaw Customers	\$161.20	\$54.20	(\$52.80)	(\$458.80)	N/A	N/A	N/A	N/A

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

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

**Shaw promotions are for new customers only and as follows \$193 for 5 Mbps, \$228 for 15 Mbps, \$263 for 30 Mbps and \$333 for 60 Mbps

Competitive pricing valid as of August, 2015.

Benefits

- Competitively priced; and similar to service customer is already receiving
- Save money versus competition (Shaw)
- 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

Customer: *“I like the reliability of my Shaw 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 Shaw
- 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

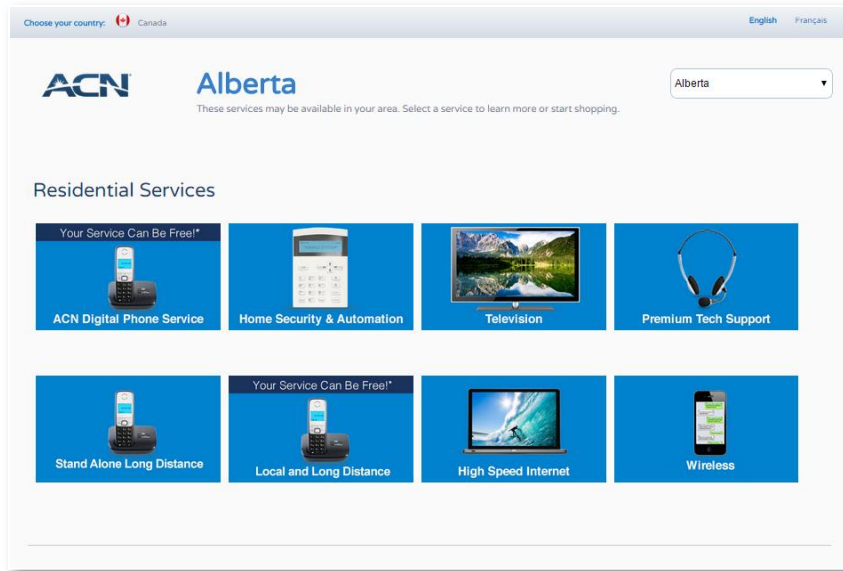
- Pre-Order Preparation (Payment Methods)
- Ordering/Serviceability
- Installation
- Customer Communication
- Support

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



Direct customers to your online store to sign up for Shaw 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>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 \$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 checked="" 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 checked="" type="radio"/> Yes! I would like to order High Speed Internet</p>
Next		
<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 with Digital Phone Service

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

- | | |
|------------------------------|-------------------------|
| ● 5Mbps with 512Kbps Upload | \$41.99 / month |
| ● 15Mbps with 512Kbps Upload | \$54.99 / month |
| ● 30Mbps with 2.5Mbps Upload | \$67.99 / month |
| ● 60Mbps with 3Mbps Upload | \$101.99 / 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.

Packages Customize Phone Numbers Checkout Order Confirmation

High Speed Cable with Digital Phone Service

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

<input type="radio"/> 5Mbps with 512Kbps Upload	\$41.99 / month
<input type="radio"/> 15Mbps with 512Kbps Upload	\$54.99 / month
<input checked="" type="radio"/> 30Mbps with 2.5Mbps Upload	\$67.99 / month
<input type="radio"/> 60Mbps with 3Mbps Upload	\$101.99 / month

Monthly Charge
\$67.99
with a 1 year term

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

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.

Step One: Enter your Current Provider Information

Current Local Service Provider* Local Carrier Current Internet Service Provider* ISP

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.

Step One: Enter your Current Provider Information

Current Local Service Provider* Current Internet Service Provider*

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* Preferred Time*

Alternate Installation Date* Preferred Time*

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 24 to 48 hours after your current order is 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						



New Customer Orders

- 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 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.

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

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*

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 web form titled "Shipping" with a dark blue header. Below the header, the "Device" is listed as "HSI Modem". To the right, under the heading "Ship To", there is 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". In the bottom right corner of the form area 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.

Bill To: TEST TEST 911 18A ST CALGARY, AB, T2E 4W3	Order Details: Order Number: 1673063 Order Date: 8/28/15 1:09 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	\$67.99	911 18A ST

EQUIPMENT CHARGES

Description	Unit Price	Qty	Shipping Address	Service Address	Total
HSI Modem	\$0.00	1			\$0.00
Activation Fee	\$30.00				\$30.00
Shipping and Handling	\$9.99	1	911 18A ST		\$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 \$2.00
Total* \$41.99
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 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

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: **1673063** [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	911 18A STREET, MAINFLOOR , CALGARY, AB, T2E 4W3
		911 Address: 911 18A STREET, MAINFLOOR , CALGARY, AB, T2E 4W3

Account Information: Name: TEST TEST
User Name: A6V51A9EA352DF1AWE8A
Email Address: TEST@TESTCUSTOMER.COM
Contact Phone Number: 5145551234
Language Preference: en
Representative Team ID:
Representative's Email Address:

Billing Address: 911 18A STREET, MAINFLOOR, CALGARY, AB, T2E 4W3

Monthly Charges: Plan: High Speed Internet 30Mbps \$67.99

Equipment Charges: Activation: \$30.00
Shipping: \$9.99
Taxes: \$2.00
Total: \$41.99



ACN High Speed Internet

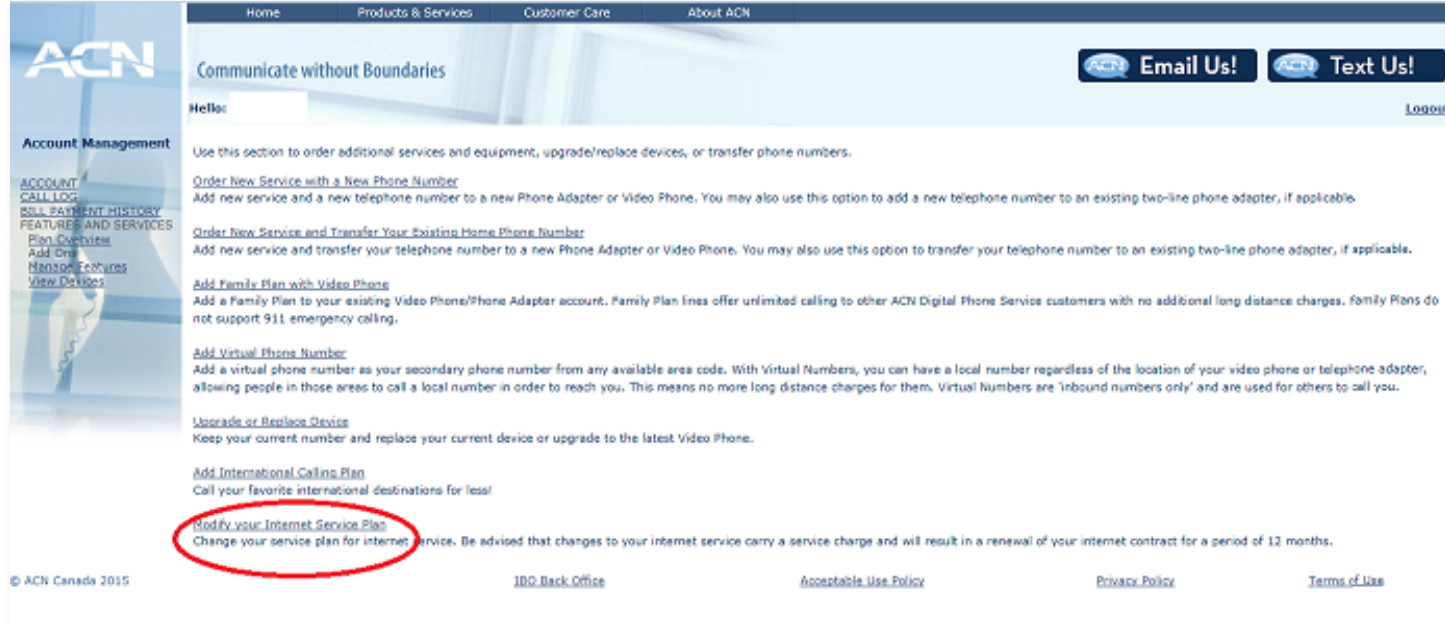
➔ EXISTING ACN
CUSTOMER
ORDERS

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

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”



The screenshot displays the ACN customer portal interface. At the top, there is a navigation bar with links for Home, Products & Services, Customer Care, and About ACN. Below this, the ACN logo is on the left, and the slogan 'Communicate without Boundaries' is in the center. On the right, there are buttons for 'Email Us!' and 'Text Us!', and a 'Logout' link. The main content area is titled 'Account Management' and contains several service options, each with a brief description. The option 'Modify your Internet Service Plan' is circled in red. At the bottom of the page, there are links for 'IBO Back Office', 'Acceptable Use Policy', 'Privacy Policy', and 'Terms of Use'. The ACN logo is also present in the bottom right corner.

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!

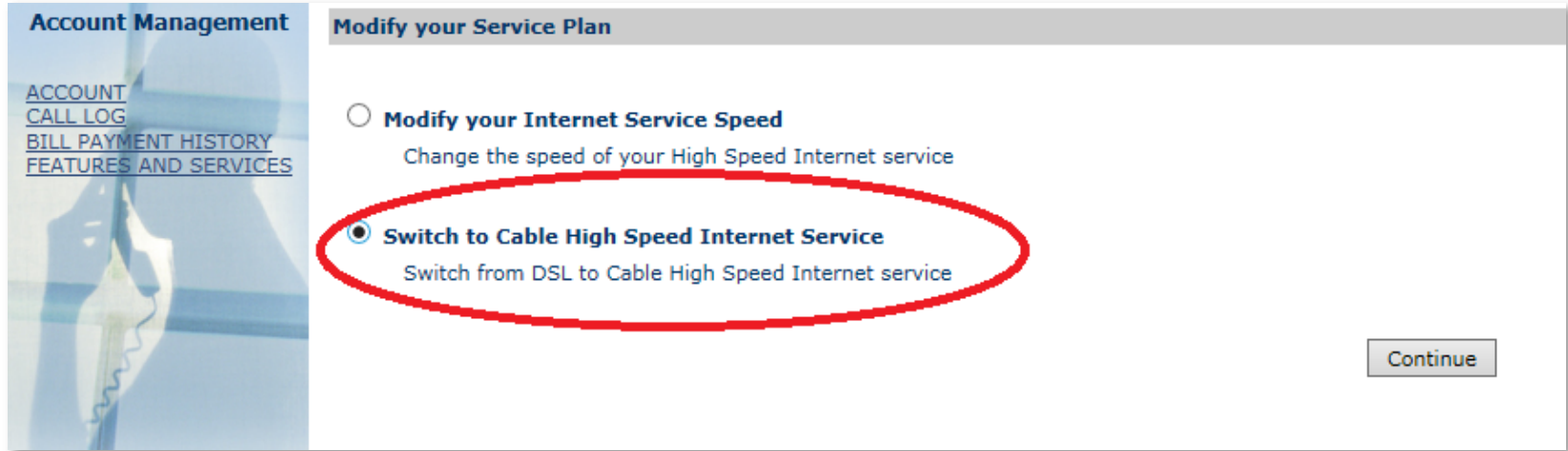
[Modify your Internet Service Plan](#)
Change your service plan for internet service. Be advised that changes to your internet service carry a service charge and will result in a renewal of your internet contract for a period of 12 months.

ACN Canada 2015 IBO Back Office Acceptable Use Policy Privacy Policy Terms of Use

ACN

Switching From ACN DSL To Cable High Speed Internet

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



Account Management

[ACCOUNT](#)
[CALL LOG](#)
[BILL PAYMENT HISTORY](#)
[FEATURES AND SERVICES](#)

Modify your Service Plan

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

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

Switch to Cable High Speed Internet

Your current DSL Plan: High Speed Internet Service 15

Your desired Cable Plan: High Speed Cable Internet 30\$67.99 ▼

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: Choose One ▼

*Alternate Installation Date: Choose One ▼

Special Instructions for technician:

(Maximum characters: 250)
You have 250 characters left.

Service Address:
Address:

City:

Province:

Postal Code:

Continue

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

ACN High Speed
Internet
*Bundled &
Standalone*

➔ INSTALLATION



Important Things to Remember

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

- If your customer has existing Internet service with another provider – other than Shaw Cable – 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

In Shaw Territories

Scenario 1: Customer has Internet with Shaw

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 should return their existing equipment to Shaw. If equipment is not returned, the customer may incur fees from Shaw.

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 Shaw 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 should return their existing equipment to their DSL provider (customer may continue to be charged if equipment is not returned)

What can the customer expect from the Shaw technician?

Prepare the customer for the following:

- A service technician from Shaw 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 Shaw 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:

- 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

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 &
Standalone*

→ CUSTOMER
REWARDS



Customer Rewards Redemption Process

- A \$100 reward card for those customers that select Standalone ACN High Speed Internet
- Up to \$160 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 & 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

The screenshot shows a web form titled "Customer Rewards Redemption Form" for ACN Residential Phone Products. The form is divided into several sections:

- ACN Rewards Program:** Displays the ACN logo and the program name. It lists three reward tiers: \$60 (ACN Home Phone), \$110 (ACN High Speed Internet), and \$160 (ACN Home Phone + High Speed Internet).
- Redemption Program Requirements:** Lists conditions such as "New ACN customers who sign up by September 3, 2015" and "Customers who have been in good standing for 120 days of service with High Speed Internet."
- Customer Information:** Includes fields for "Customer Name", "Customer Address", "City", "Phone Area", "Phone Number", "Email", and "Password".
- ACN Rewards Card Information:** Includes fields for "Customer Phone Number" and "ACN Rewards Card Number".
- Redemption Terms & Conditions:** A section with a link to the full terms and conditions.

At the bottom right, there is a "Submit" button.

ACN High Speed Internet

→ EXISTING DPS
CUSTOMERS



Online Customer Portal

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!

Servicing Existing Standalone Internet Customers

Existing Standalone ACN 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!