

ACN Residential High Speed Internet + Voice



Telus Territories:
Western Canada (Alberta
and British Columbia)



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ACN High Speed Internet

IN WESTERN CANADA

- For new and existing customers bundling with Voice
- Residential High Speed DSL Internet offering with up to 25 Mbps download speeds
- Available in most of Telus footprint: Western Canada (Alberta and British Columbia)

ACN High Speed Internet *in Telus Territories*

- Available to New and Existing ACN Digital Phone Service Customers
- Competitive Pricing/Good Value – offer several high speeds at lower prices

High Revenue, High Value & Long Term Customers

Industry Stats

- Telus DSL internet has close to 1.5 million subscribers

ACN High Speed Internet + Voice



Telus 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

- **DSL** Internet*: 6 Mbps, 15 Mbps & 25 Mbps available in Alberta and British Columbia
- Bundled Plans starting as low as **\$69.99/month**
 - Price includes modem rental
- 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 + Voice



**SERVICE
OFFERING**



ACN High Speed Internet + Voice

Download Speed*	Upload Speed*	Bundled Internet + Voice	Promotion**
6 Mbps	800 Kbps	\$69.99/month	\$51.99 for first 4 months
15 Mbps	1 Mbps	\$78.99/month	\$58.99 for first 4 months
25 Mbps	2.5 Mbps	\$88.99/month	\$66.49 for first 4 months
Activation Fee		Waived	Waived
Shipping & Handling Fee		Waived	Waived

- Competitively priced plans (includes modem rental)
- Up to \$110 Rewards Card on Standalone to offset upfront fees
- 1 year term

*Up to speeds based on optimal conditions **Promotional price will apply to your first four full 30-day billing periods. Your billing period may not start on the day you subscribe to our services. Regular price will apply for services delivered prior to your first full 30-day billing period or if you terminate any of the bundled services. Also, your account must remain in good standing. [Pricing shown as of June, 2015. For latest pricing check myacncanada.ca](http://myacncanada.ca)



ACN Bundled High Speed Internet + Voice Comparison

Speed*	ACN	Telus**
Up to 6 Mbps	\$69.99/month	N/A
Up to 15 Mbps	\$78.99/month	\$88.58/month
Up to 25 Mbps	\$88.99/month	\$93.58/month
Activation + Shipping & Handling Fees	\$0.00**	\$0.00
Promotions	\$40 Reward Card up to \$90 in discounts	\$318 in discounts****

MRC pricing for ACN and Telus includes modem rental fee.

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

Competitive pricing valid as of June, 2015.

**Telus pricing includes \$5 assumed usage (100 N.A. MOU @ \$0.05/MOU)

***Upfront fees waived when transferring your number to ACN

****Promo consists of \$43 credit on Internet & \$10 credit on Home Phone for 6 months = \$318

Pricing shown as of June, 2015. For latest pricing check myacncanada.ca



Benefits

- Competitively priced; and similar to service customer is already getting
- Save money versus competition (Telus)
- Customer Reward card to offset upfront fees
- Eligible for Strive for 5
- Customer is doing business with someone they know

Main Objection

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

ACN High Speed Internet + Voice



**SERVICE
DELIVERY
PROCESS**



Setting Expectations with Your Customers

- Customers will visit your IBO Storefront to order their ACN Digital Phone Service. High Speed Internet is added during the ordering flow:
 - ✓ New customers are provided with the option of selecting a preferred installation date, which is approximately 2 weeks from the date the order is submitted
 - ✓ During the ordering process, customers will have the option to opt-out of Digital Phone Service if High Speed Internet is not available.
 - ✓ ACN will verify serviceability after the order is placed.

Setting Expectations with Your Customers

- 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.
- Customers will be shipped an ACN High Speed DSL 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.

Setting Expectations with Your Customers

- If your customer has existing Internet service with another provider – other than Telus – 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 after the High Speed Internet is installed and activated.

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 or other payment method 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

The screenshot shows the ACN Alberta website interface. At the top, there is a navigation bar with "Choose your country: Canada" and language options "English" and "Français". Below this, the ACN logo and "Alberta" are displayed, along with a dropdown menu set to "Alberta". A note states: "These services may be available in your area. Select a service to learn more or start shopping." The main content area is titled "Residential Services" and features eight service tiles arranged in two rows of four. The first row includes "ACN Digital Phone Service" (with a phone icon), "Local and Long Distance" (with a phone icon), "Stand Alone Long Distance" (with a phone icon), and "High Speed Internet" (with a laptop icon). The second row includes "Wireless" (with a smartphone icon), "Home Security & Automation" (with a control panel icon), "Premium Tech Support" (with a headset icon), and "Television" (with a TV icon).

Direct customers to your online store to sign up for Telus 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 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
<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 can choose between Digital Phone Service, High Speed Internet or bundling the two together
- Note: For Alberta & BC, Standalone DSL Internet is not available

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 with Digital Phone Service	
Order DSL using Telus High Speed Internet network. Monthly charges includes a wireless enabled modem. ¹	
● High Speed Internet 6Mbps	\$69.99 / month
● High Speed Internet 15Mbps	\$78.99 / month
● High Speed Internet 25Mbps	\$88.99 / month
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	
● 10Mbps with 512Kbps Upload	\$78.99 / month
● 25Mbps with 2.5Mbps Upload	\$88.99 / month
● 50Mbps with 3Mbps Upload	\$114.99 / 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.
- In addition, any promotions will also be shown.

Packages Customize Phone Numbers Checkout Order Confirmation

High Speed DSL with Digital Phone Service

Order DSL using Telus High Speed Internet network. Monthly charges include a wireless enabled modem.¹

<input checked="" type="radio"/> High Speed Internet 6Mbps	\$69.99 / month
<input type="radio"/> High Speed Internet 15Mbps	\$78.99 / month
<input type="radio"/> High Speed Internet 25Mbps	\$88.99 / month

Monthly Charge
(Includes ACN Digital Phone Service)

\$51.99

Price reflects a monthly discount of \$18.00 for 4 months with a 1 year term!

Activation fee: Waived!²
Shipping & Handling: Waived!²

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"/> 10Mbps with 512Kbps Upload	\$78.99 / month
<input type="radio"/> 25Mbps with 2.5Mbps Upload	\$88.99 / month
<input type="radio"/> 50Mbps with 3Mbps Upload	\$114.99 / month

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

² Digital Phone Service fees waived when transferring your phone number to ACN. Customers opting for a new number will be charged \$60.97 for their Digital Phone Service when completing their order.

Step One: Enter your Current Provider Information

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

Do You have TELUS OPTIK TV?
 Yes No

Next

New Customer Orders

- Customers transferring from Telus will be asked to indicate whether they have Telus OPTIK TV.
- If the customer does have this service there will be a brief interruption of service following the service installation.

Packages Customize Phone Numbers Checkout Order Confirmation

High Speed DSL with Digital Phone Service

Order DSL using Telus High Speed Internet network. Monthly charges includes a wireless enabled modem.¹

<input checked="" type="radio"/> High Speed Internet 6Mbps	\$69.99 / month
<input type="radio"/> High Speed Internet 15Mbps	\$78.99 / month
<input type="radio"/> High Speed Internet 25Mbps	\$88.99 / month

Monthly Charge
(Includes ACN Digital Phone Service)

\$51.99

Price reflects a monthly discount of \$18.00 for 4 months with a 1 year term!

Activation fee: Waived!²
Shipping & Handling: Waived!²

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"/> 10Mbps with 512Kbps Upload	\$78.99 / month
<input type="radio"/> 25Mbps with 2.5Mbps Upload	\$88.99 / month
<input type="radio"/> 50Mbps with 3Mbps Upload	\$114.99 / month

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

² Digital Phone Service fees waived when transferring your phone number to ACN. Customers opting for a new number will be charged \$60.97 for their Digital Phone Service when completing their order.

Step One: Enter your Current Provider Information

Current Local Service Provider* Current Internet Service Provider*

Do You have TELUS OPTIK TV?
 Yes No

New Customer Orders

Step One: Enter your Current Provider Information

Current Local Service Provider* Current Internet Service Provider*

Do You have TELUS OPTIK TV?
 Yes No

Step Two: Select your Preferred Installation Time and Date

Preferred Installation Date* 

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

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

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
 - Email Address will be main point of contact between customer and ACN

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.

[Next](#)

New Customer Orders

- Prior to entering their payment information customers will be asked to confirm their shipping address. Customers have two options:
 1. Use the service address which will be pre-populated in the address field
 2. 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. On the left, the "Device" is listed as "HSI Modem". To the right, there is a "Ship To" section with a text input field containing the address "555 TEST AVENUE, TEST CITY, H2B2Y8" and a dropdown arrow. To the right of the input field is a yellow button labeled "Add New Address". At the bottom right of the form is another yellow button labeled "Next".




New Customer Orders


- Customers will now be asked to select their preferred payment method. Please note that the name on the account for the payment method must match that of the account holder
- Important Reminder: Customers opting to pay via Bank Account or Paypal will have a 5 day hold applied to their orders

Payment Information

Please choose your preferred method of payment:

Payment Type :

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

[Next](#)

New Customer Orders

[Packages](#)
[Customize](#)
[Phone Numbers](#)
[Checkout](#)
[Order Confirmation](#)

Order Confirmation

[Print a copy of your order](#)

Your Order Summary

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 T TESTER 1122 COMOX ST VANCOUVER, BC, V6E 1K5	Order Details: Order Number: 1639181 Order Date: 6/10/15 2:30 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
Home Unlimited World Plan with High Speed 6 for 514-932-7132	\$69.99	1122 COMOX ST

EQUIPMENT CHARGES

Description	Unit Price	Qty	Shipping Address	Service Address	Total
ACN Phone Adapter - Unlimited World Plan	\$0.00	1	1122 COMOX ST	1122 COMOX ST	\$0.00
Activation Fee	\$0.00				Waived

* 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.

Once you select **Proceed to Payment**, you will be redirected to a secure site for entry and processing of your credit card. Note that \$1.00 will be displayed, however not charged to your credit card.

Your Order Summary	
Sub Total	\$0.00
Taxes	\$0.00
Total*	\$0.00

[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 ACN Digital Phone Service phone number is: 514-932-7132 [Print a copy of your order](#)

Your order confirmation number is: 1639181

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
ACN Phone Adapter - Unlimited World Plan	\$0.00	1122 COMOX STREET, MAINFLOOR , VANCOUVER, BC, V6E 1K5
		1122 COMOX STREET, MAINFLOOR , 911 Address: VANCOUVER, BC, V6E 1K5

Account Information: Name: TEST T TESTER
User Name: TESTTTTESTER1000
Email Address: TEST@TESTER.COM
Contact Phone Number: 5149327123
Language Preference: en
Representative Team ID:
Representative's Email Address:

Billing Address: 1122 COMOX STREET, MAINFLOOR,
VANCOUVER, BC, V6E 1K5

Monthly Charges: Plan: Home Unlimited World Plan with High Speed 6 \$69.99

Equipment Charges: Activation: \$0.00
Shipping: \$0.00
Taxes: \$0.00
Total: \$0.00

- 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



ACN High Speed Internet

➔ EXISTING ACN
CUSTOMER
ORDERS

Adding ACN High Speed Internet

- Existing Digital Phone Service customers will be able to add-on DSL 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 their preferred date for the installation of their service.
- A modem will be shipped to the customer and a technician will be dispatched to install the service.

DSL Speed Changes

- Customers deciding to modify their speeds may be shipped a new modem for their service.
- In instances where a new modem is shipped, the old one will need to be returned to ACN after the speed change has been completed.
- Failure to do so within the 21 days will result in a \$65 non-returned device fee being applied to the customer's account.

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 is a header area with the ACN logo, the slogan "Communicate without Boundaries", and buttons for "Email Us!" and "Text Us!". A user is logged in as "Hello [Name]", with a "Logout" link. The main content area is titled "Account Management" and contains several service options:

- [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.

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

Account Management
ACCOUNT
CALL LOG
BILL PAYMENT HISTORY
FEATURES AND SERVICES
[Plan Orders](#)
[Add On](#)
[Manage Features](#)
[View Devices](#)

Switch to Cable High Speed Internet

Your current DSL Plan: High Speed Internet Service 25
Your desired Cable Plan: High Speed Cable Internet 10.....\$49.00

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

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

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

Special instructions for technician: [Text Area]
[Maximum characters: 250]
You have 250 characters left.

*Preferred Time: [Dropdown Menu]
Morning (8:00 a.m. - 12:00 p.m.)
Afternoon (12:00 p.m. - 4:00 p.m.)

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 + Voice

➔ 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, DSL Internet may not be available even if Telus 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: Customer has Internet service with Telus

1. Customer selects installation date during ordering process
2. ACN will dispatch a Telus technician to install the new service
3. The technician will:
 - i. Install a phone jack
 - ii. Ensure that the ACN internet service is working

Note: the technician will not connect the customer's modem. Once the installation is complete the customer will connect their modem using the installation guide included with the device
4. ACN will arrange to have the customer's Telus service cancelled. Once ACN High Speed Internet is active, the customer should return their existing equipment to Telus. If equipment is not returned, the customer may incur fees from Telus

ACN High Speed Internet Customers

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

1. Customer selects installation date during ordering process
2. ACN will dispatch a Telus technician to install the new service
3. The technician will:
 - i. Install a phone jack
 - ii. Ensure that the ACN internet service is working

Note: the technician will not connect the customer's modem. Once the installation is complete the customer will connect their modem using the installation guide included with the device

4. [If applicable] customer will need to contact their initial provider to cancel their internet service

ACN High Speed Internet + Voice

 **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 + Voice

→ CUSTOMER
REWARDS



Customer Rewards Redemption Process

- Up to \$110 in customer rewards are available for customers that bundling 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

Redeem Customer Rewards

ACN + ACN
Digital Phone Service Internet

Customers with New Phone Numbers
Customers Transferring Phone Numbers
ACN
Local & Long Distance Service
Local & Long Distance Customers

Customer Rewards Redemption Form

* Customer First Name
* Customer Last Name
* Customer Address
Customer Address 2
* City * Postal Code
* Date Ordered * Province
* Customer Phone #:
* ACN Order Confirmation Number:
Provided on the Order Confirmation Screen once enrollment is completed

* Type of Phone Service:
* Did You Transfer Your Number?

In addition I have signed up for ACN High Speed Internet:

HSI 2 Mbps
 HSI 6 Mbps
 HSI 7 Mbps
 HSI 10 Mbps
 HSI 15 Mbps
 HSI 25 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

ACN IBO Business ID

* Indicates Response Required

Submit

Rewards Program Requirements:

- New ACN customers who sign up by June 30, 2015
- Customers transferring phone numbers only eligible when bundled with high speed internet.
- Order ACN High Speed Internet within 5 days of Digital Phone Service order.
- 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 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. Good standing period is as follows:
 - 120 days for Digital Phone Service
 - 180 days for Local + High Speed Internet rewards offer
 - 365 days for Alberta and British Columbia Customers bundling 15 and 25 Mbps Internet with phone service
- 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.

[Reward Card Terms & Conditions](#)

ACN High Speed Internet

➔ EXISTING DPS
CUSTOMERS



Online Customer Portal

ACN Standalone 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 ACN Standalone DSL 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!