# 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



<sup>\*</sup> Important: High Speed Internet speeds are subject to availability by location and are "up to" the speeds selected

# ACN High Speed Internet + Voice





## 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		
Activat	ion Fee	Waived	Waived		
Shipping & H	Handling Fee	Waived	Waived		

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

<sup>\*</sup>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 you 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

#### 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.

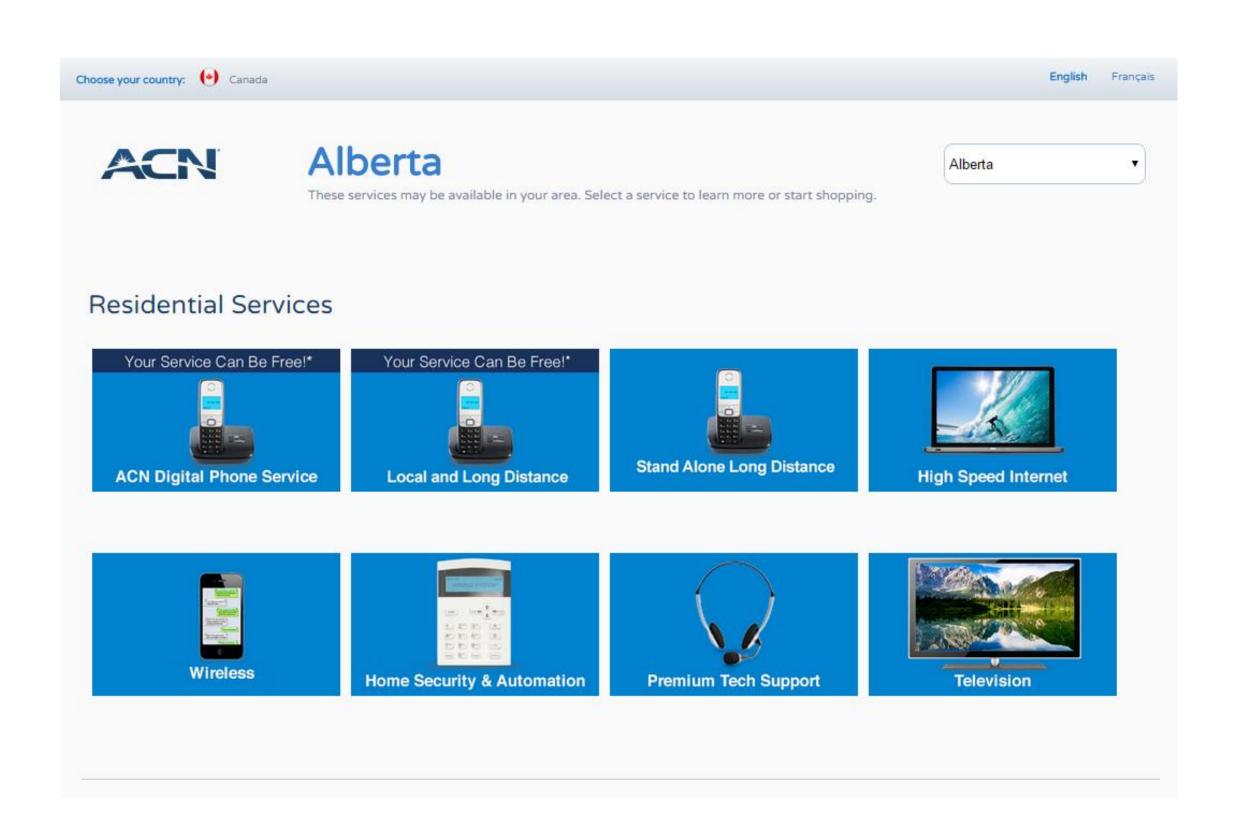


## Pre-Order Preparation

#### 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)

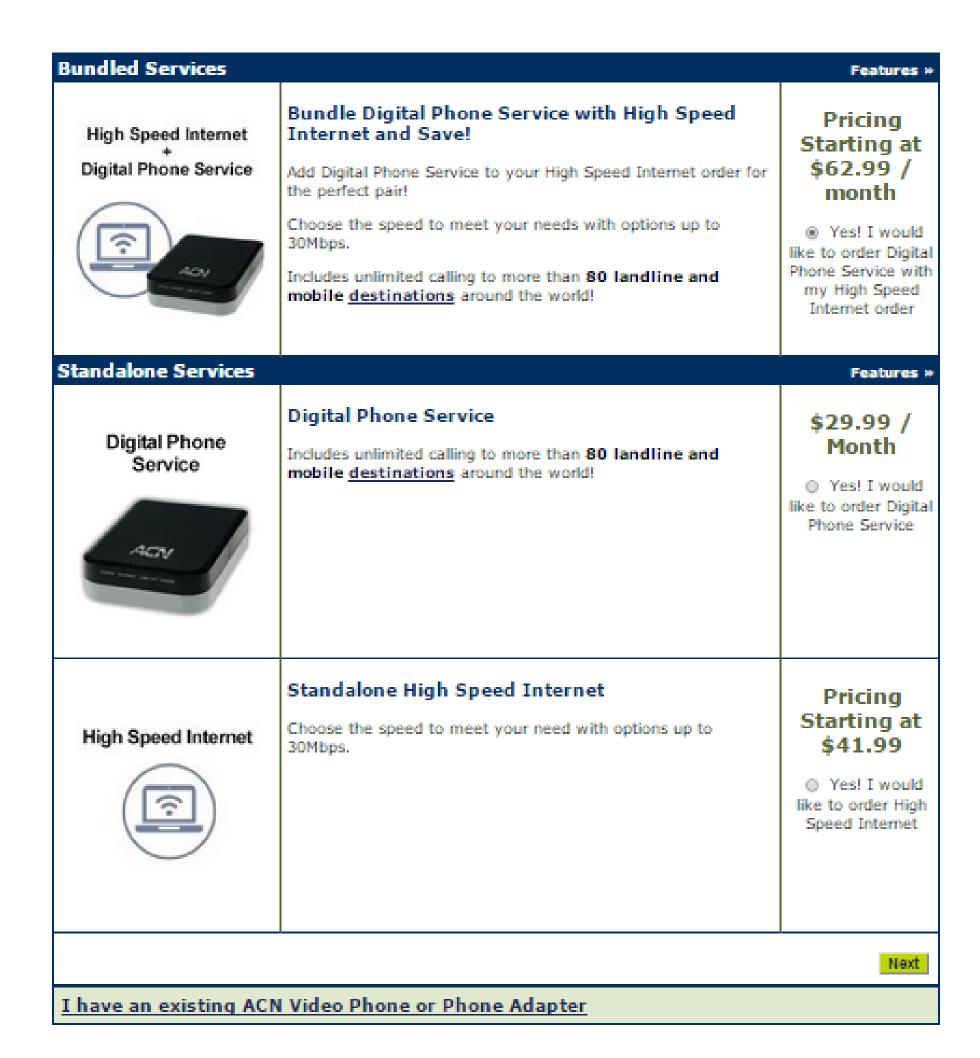




Direct customers to your online store to sign up for Telus Internet

Product will be available by first clicking the "High Speed Internet" icon and then selecting the "Shop Now" option





- 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



A partial serviceability check is done when the customer enters his address and home phone number.

Enter your Address an	d Home Phone Number to see the Services Available in your Area
(note: if you do n	ot have a home phone leave the phone number entry fields blank)
Phone Number	
Street Number* & Suffix	
Street Name* & Type	▼
Street Direction	<b>T</b>
Unit / Location Type *	▼
City *	
Province *	▼
Postal Code *	
	*required field
Cancel	Next



#### High Speed DSL with Digital Phone Service

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

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.<sup>1</sup>

10Mbps with 512Kbps Upload \$78.99 / month

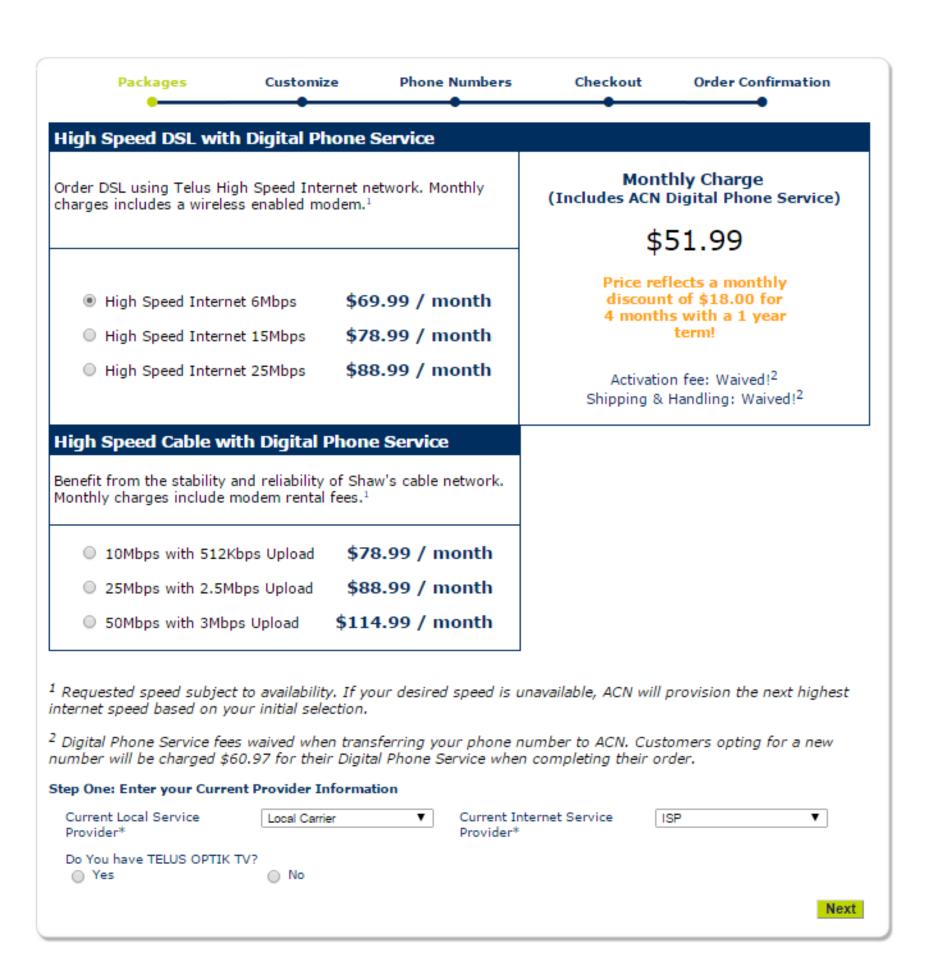
25Mbps with 2.5Mbps Upload \$88.99 / month

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

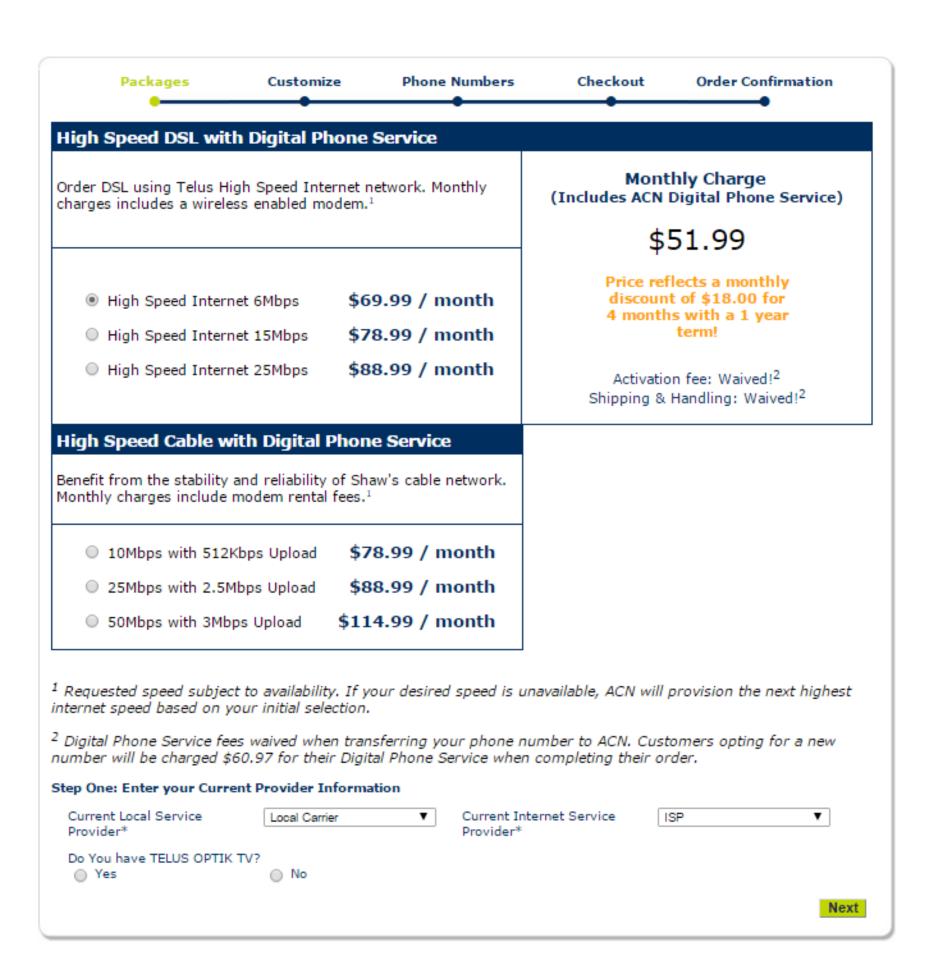


- Once the customer chooses a speed, the Monthly Charge will be shown.
- In addition, any promotions will also be shown.

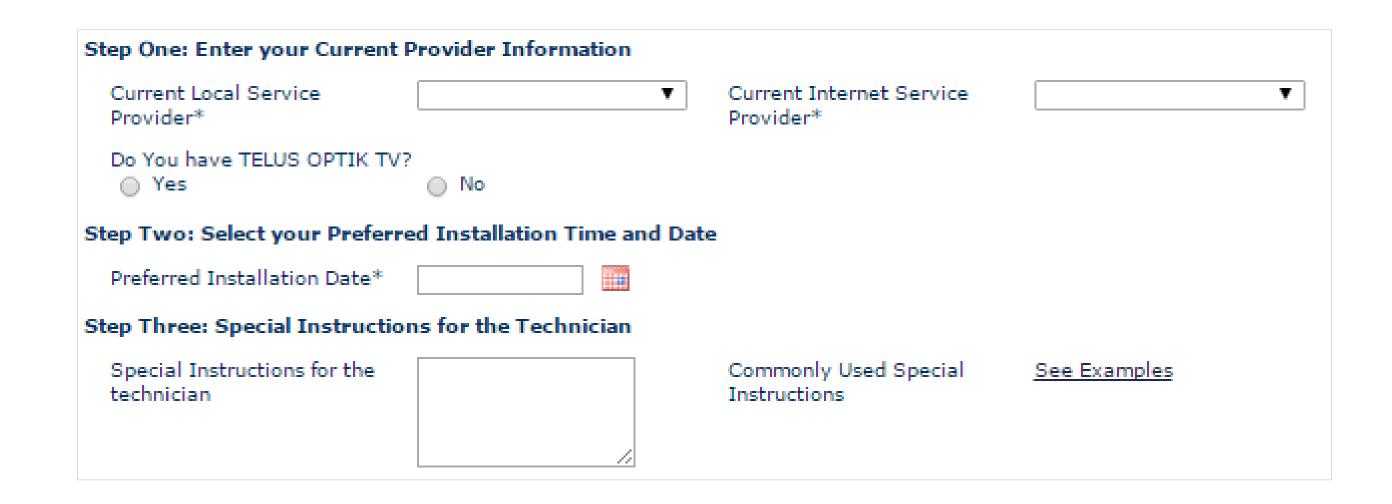




- Customers transferring from Telus will be asked to indicate whether they have Telus OPTIK TV.
- If the customer does have this service there will be a brief interruption of service following the service installation.



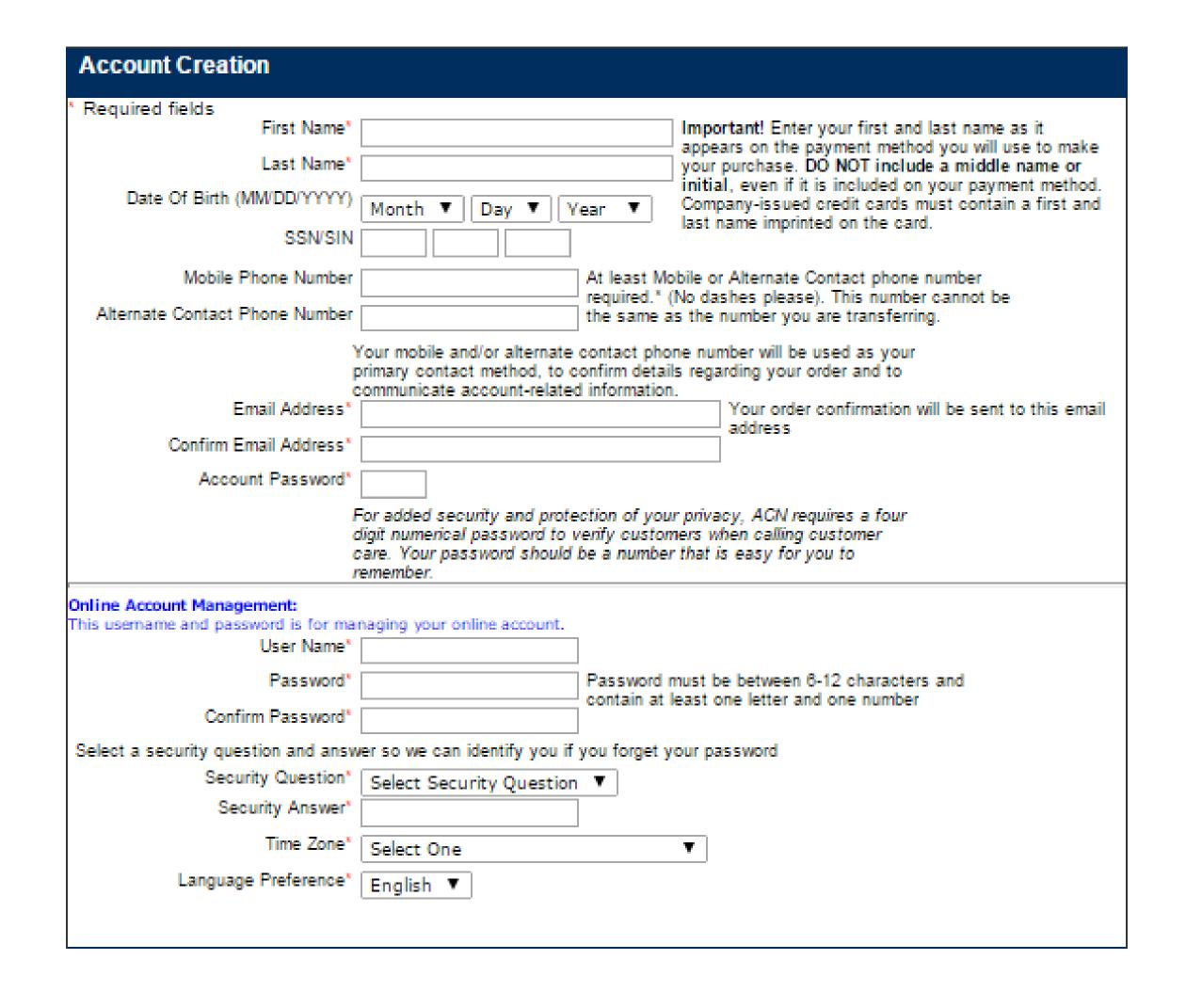




June 2015						July 2015							
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6				1	2	3	4
7	8	9	10	11	12	13	5	6	7	8	9	10	11
14	15	16	17	18	19	20	12	13	14	15	16	17	18
21	22	23	24	25	26	27	19	20	21	22	23	24	25
28	29	30					26	27	28	29	30	31	

- 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



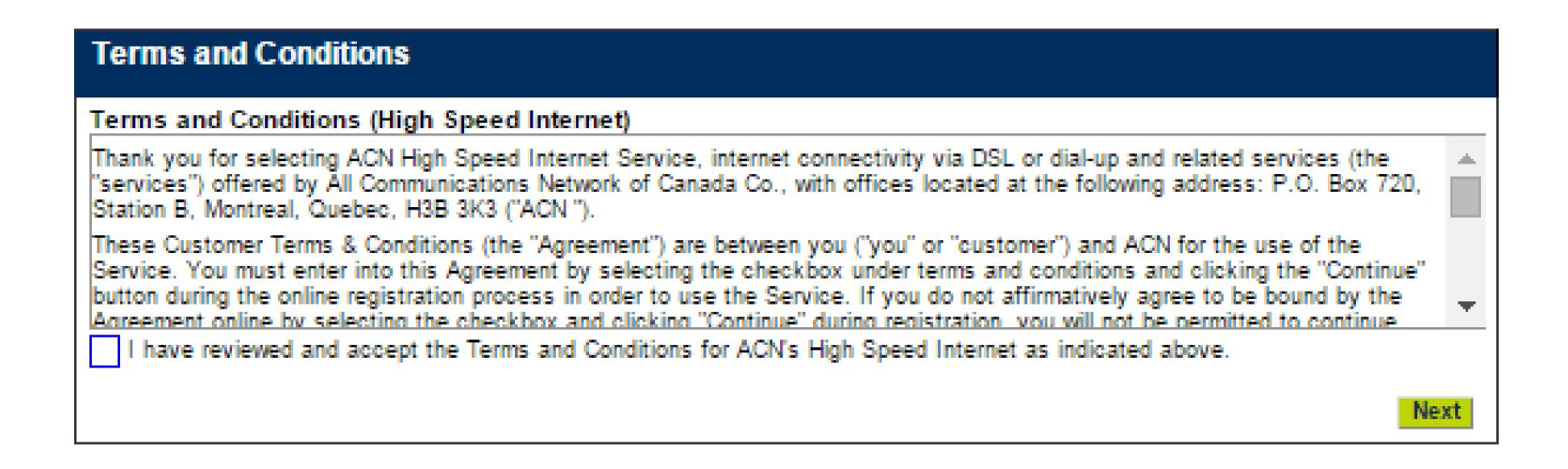


- The customer will then have to fill in the details regarding their account.
- Important things to keep in mind:
  - Account name must match name on the payment method
  - Customer should use their own contact information for Mobile Phone Number and Alternate Contact Phone Number
  - Email Address will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





- 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.

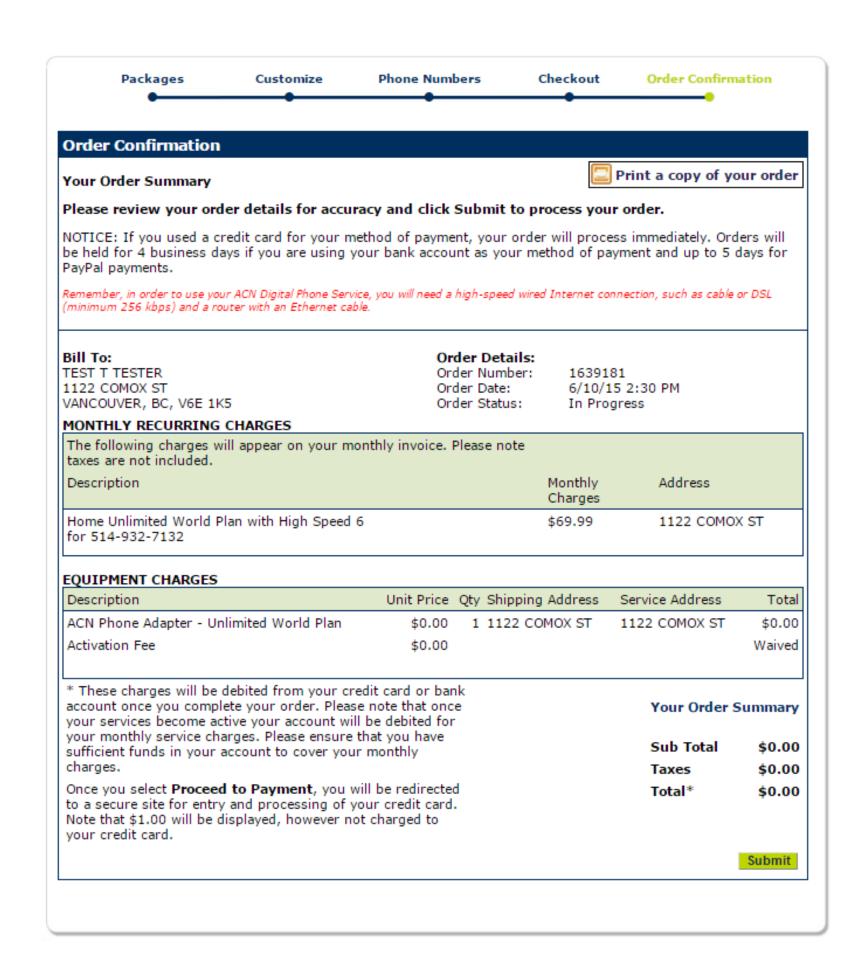
Shipping		
Device	Ship To	
HSI Modem	555 TEST AVENUE, TEST CITY, H2B2Y8	▼ Add New Address
		Next



- 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 PayPal' with  With  The safer, easier way to pay	
	Next





- 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.





- 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.



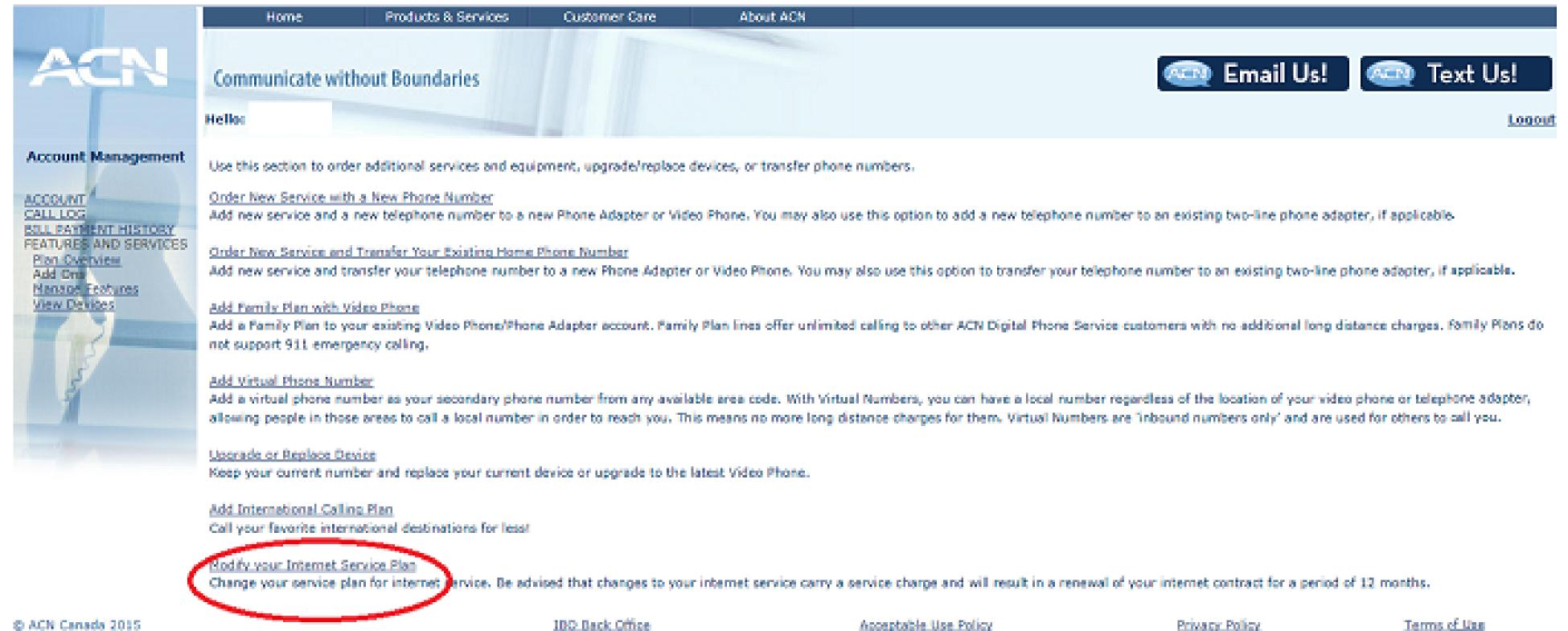
# DSL Speed Changes

- 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 nonreturned device fee being applied to the customer's account.



### Switching From ACN DSL To Cable High Speed Internet

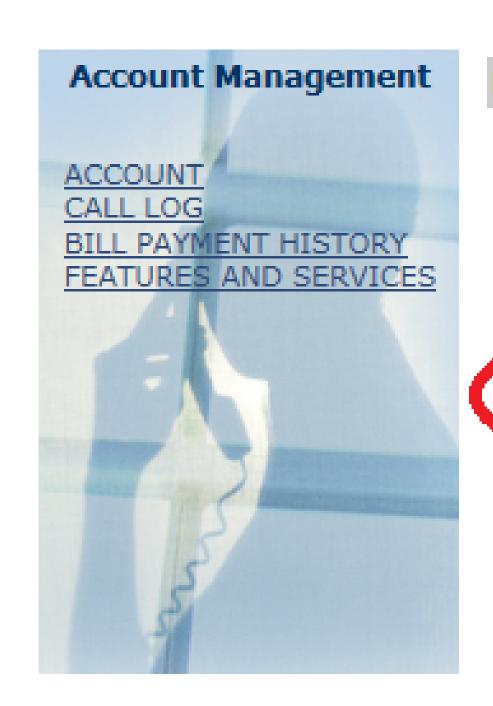
Customer opting to switch to Cable service from their existing ACN DSL connection will be able to do so using their customer portal by selecting "Modify your Internet Service Plan"





#### Switching From ACN DSL To Cable High Speed Internet

Then by selecting "Switch to Cable High Speed Internet Service"



#### **Modify your Service Plan**

- O Modify your Internet Service Speed

  Change the speed of your High Speed Internet service
- Switch to Cable High Speed Internet Service

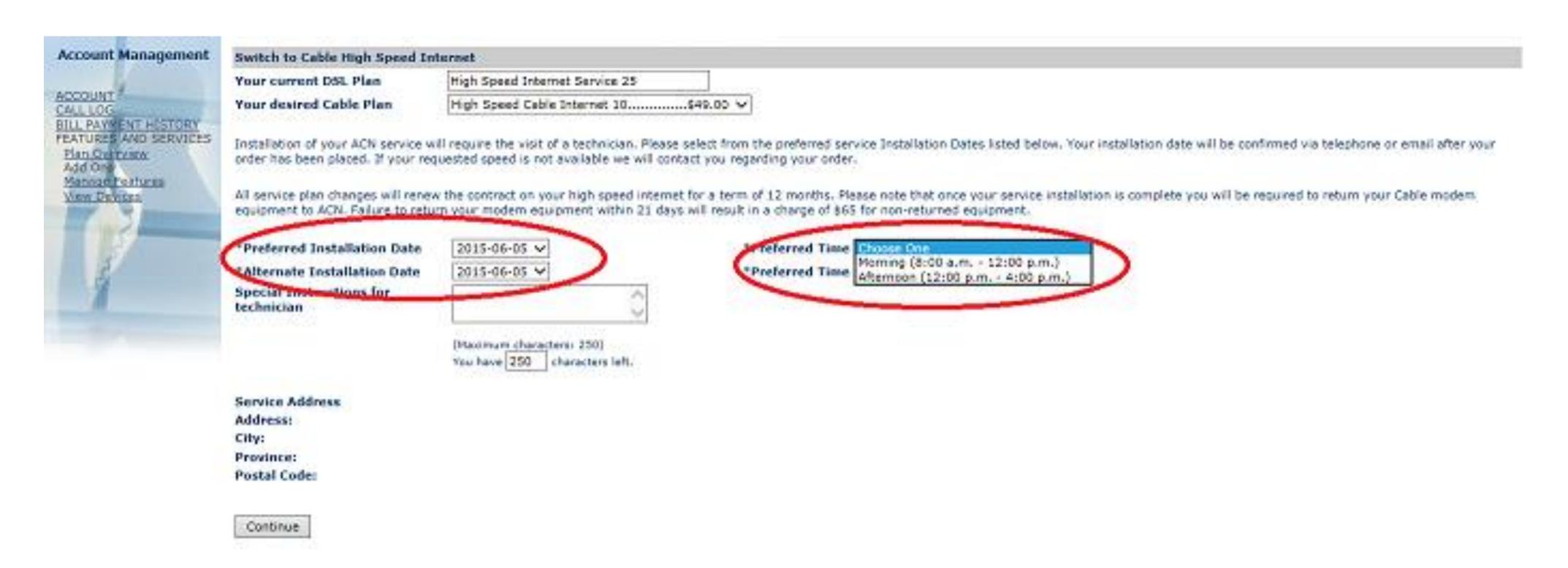
  Switch from DSL to Cable High Speed Internet service

Continue



### 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





### 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





## 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

#### 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 <u>Customer Rewards</u> section of myacncanada.ca

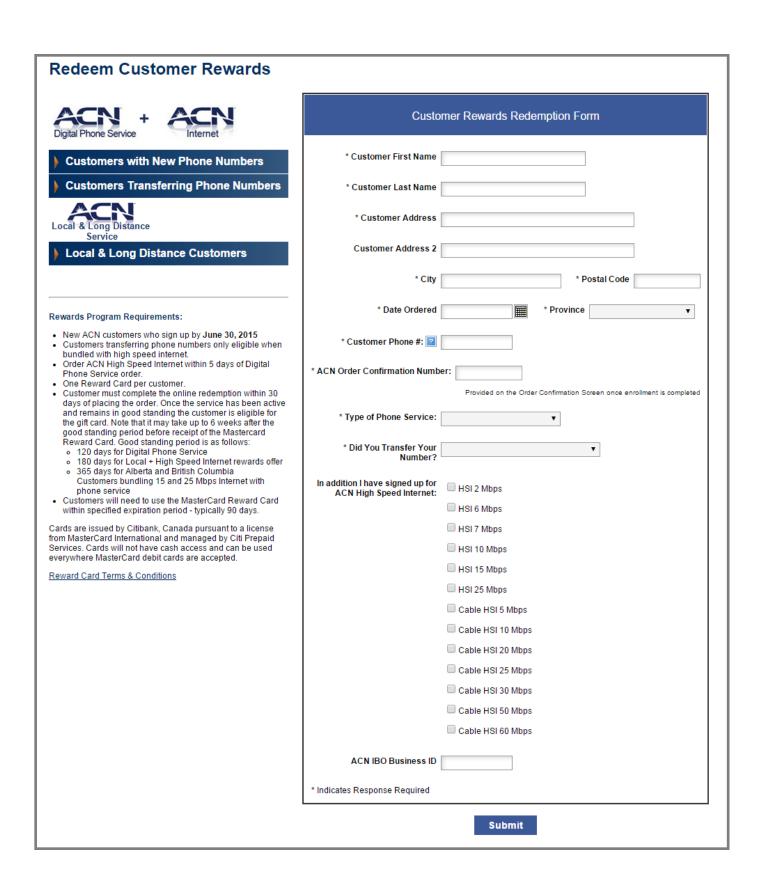


Customer Rewards
Save Money. Make Money. Talk About a Win-Win!
Find out more



## Customer Rewards Redemption Process

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





# ACN 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!

