



## **Where is High Speed Internet service available through ACN?**

Service is available in 45 states and the District of Columbia through the following carriers: AT&T U-Verse, CenturyLink, Frontier, and Verizon.

Service is not available in Alaska, Hawaii, Maine, New Hampshire, and Vermont.

## **Does ACN offer High Speed Internet for business?**

In the United States, currently ACN only offers High Speed Internet for Residential customers.

## **If I am an existing customer of the carrier, can I sign up for service through ACN?**

No.

## **If I am a former customer of the carrier, can I sign up for service through ACN?**

Yes, with the following restrictions:

- AT&T – Must wait 60 days
- CenturyLink – Must wait 180 days
- Frontier – Must wait 120 days
- Verizon – Must wait 90 days

Some carriers will allow existing customers to upgrade speeds, or upgrade from DSL to Fiber.

## **Why are some speeds not displaying?**

Not every package or term option is available through ACN (for example, the lowest DSL speeds). The availability tool will only show results for packages available through ACN in your area.

## **Can I sign up for current promotions?**

Yes, current promotions offered by the carrier are displayed during the purchase process.

## **How will service be installed?**

Installation varies by provider and service:

- DSL: Easy self-installation is available for most customers; equipment is shipped to customer's home (typically within 7-10 business days)
- Fiber and Higher DSL Speeds: Professional installation is required; technician delivers the modem (within 10-14 business days)

## **What if I need to change my order?**

Please follow the instructions on the confirmation email to make changes to your order. You should not call the carrier or ACN directly. Orders may take 24 hours to appear with the carrier. Speed changes should be made after installation.

## **Who should I contact for assistance?**

Customer Service and Billing will be provided by the carrier. Contact information will be provided in the confirmation email.