



ACN Residential Sales Process Q&A's

Lead questions

Responses

Who do you call the most?

Mostly close friends and family.

- Well if they also join ACN you will all potentially get;
- Free local calls and,
- Free national minutes to each other.
- Note, for free calls and national minutes, terms and conditions and a generous reasonable use policy apply. Check ACN's website for more details.

I call lots of different people.

- Then you will definitely be interested in our fantastic rates
 - Local calls 17.5 cents (if they are not included as free local calls!)
 - National rates from 20 cents per minute peak times (7am to 7pm Mon to Friday) and a low 8.9 cents per minute off peak (all other times, including all weekend). A call connection fee applies for national calls.
 - Plus ACN has a great national calls cap of \$1.99 for up to 2 hours call time per call (24 hours - 7 Days).
 - Mobile flat rate 33 cents per minute (plus call connection fee).
 - Mobile calling cap of \$2.50 for up to 20 minutes call time per call (24 hours – 7 days).
 - Bonus international calls from 9 cents per minute to the top 10 countries (plus call connection fee), 24 hours – 7 days.
- But some of my rates are already better than ACN's.
- Ask your prospective customer to look at the overall value of ACN. In many cases the customer's low rates for some services are subsidised by higher rates for other services, such as line rentals, high peak rates and calls to mobiles. ACN has focused on providing highly competitive rates across the board.

Are you interested in free local calls and free national minutes?

Yes.

- Great, ACN offers all of its full service residential customers free local calls and free national minutes to other ACN customers. A call connection fee applies for all national calls, but if you are using free national minutes, then the remainder of the call is potentially free.
- Also, think about who you call the most and how many people this is. Typically it is only around 3-5 people
- So if your most called 3-5 friends and family also join ACN you can potentially have free local calls and national minutes to each other all the time.
- Note, for free calls and national minutes, terms and conditions and a generous reasonable use policy apply. Check ACN's website for more details.

Yes. But I already have a bundled deal which gives me free local calls when I call anyone.

- For starters, ACN offers free local calls to other ACN customers with a much more generous limit than you may have already (up to 1000 calls per month!)
- Also, bundled deals may not include free national minutes (to other ACN customers) like we do for our customers



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Are you interested in free local calls and free national minutes?

- Plus, ACN has no fixed term contracts
- Note, for free calls and national minutes, terms and conditions and a generous reasonable use policy apply. Check ACN's website for more details.

Ask: so when does your contract end?
(take note so you can recontact the customer)

Would you like a price cap on fixed calls?

Yes.

- ACN offers a 2 hour cap on national calls 24 hours - 7 days for only \$1.99.

Do you call mobiles?

Yes.

- ACN has one of the lowest fixed line to mobile call rates in the market
- 33 cents per minute (plus connection fee per call)

Would you like a cap on your mobile calls?

Yes.

- ACN offers a great mobile cap where \$2.50 is the most you will pay for up to 20 minutes call time per call 24 hours - 7 days.
- Combined with one of the lowest per minute mobile rates around at 33 cents makes ACN fantastic value!

ACN Offer and Responsible Use Policy

Residential - ACN-2-ACN Offer subject to the following conditions:

1. The ACN-2-ACN offer is only available to Full Service (access, local and long distance) Residential PSTS customers. If you do not maintain Full Service with ACN, then you are not eligible for ACN-2-ACN discounts.
2. Capped call rates do NOT apply to calls where the Mobile Termination Surcharge applies.
3. ACN-2-ACN Free local calls are only available for un-timed calls that are eligible for local call pricing. Some local un-timed calls are excluded, e.g. operator assisted local calls, calls to 13, 1300 numbers, calls to 1902 Dial Internet Access numbers.
4. ACN-2-ACN rates apply only to calls made within Australia from one active ACN Residential service to another active ACN fixed line service.
5. The ACN-2-ACN offer is subject to ACN's Reasonable Use Policy.

Fixed Line Reasonable Use Policy

ACN Australia offers ACN residential fixed line customers free voice traffic to other ACN fixed line customers (or the possibility to call for reduced rates) within Australia.

- ACN provides ACN-2-ACN free un-timed local calls and national minutes for reasonable residential use only. This package is not available for commercial use.

- ACN will consider your use to be unreasonable if your local calls exceed 1000 calls in a month and/or national minutes exceed 3000 minutes in a month.
- When ACN identifies that a customer exceeds the reasonable usage, as stated above, ACN may choose to charge the standard call rates for the excess calls.
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and charge the customer the standard call rates.
- ACN reserves the right to vary this Reasonable Use Policy.

International bonus option for residential and business plans are subject to the following conditions

1. International bonus option for residential and business users is available for a monthly charge of \$1.99.
2. Calls to mobiles in some countries, including calls to some international fixed line numbers, which are treated as mobile terminating calls, will be charged at the applicable per minute rate plus a surcharge of 30 cents per minute plus the call connection fee.
3. Capped call rates do NOT apply to calls where the Mobile Termination Surcharge applies.
4. International bonus option can only be changed once in any invoice cycle. More than 3 changes in any 12 month period may incur an administrative fee.