

ACN Small Business Checklist and FAQs

Small business customers can only join ACN if their access line is a basic Public Switched Telephone Network (PSTN) service.

Can your small business customer join ACN?

If your small business customer answers 'Yes' to any of the below questions they unfortunately will not be able to connect to ACN's current network.

1. Does your customer use an Integrated Services Digital Network (ISDN) service or line?

- ISDN lines are digital lines used for the digital transmission of data and voice calls. The phone lines on the Public Switched Telephone Network (PSTN) which ACN can bring over are analogue lines, transmitting analogue signals – due to the incompatibility between these two types of data signals, these lines are unable to be brought over to ACN

2. Does your customer use a PABX system?

- PABX, or Private Automatic Branch Exchange, requires a computerised, free-standing box which routes incoming and outgoing calls. It is the action that this box performs that prevents the line from being transferred to ACN

3. Does the customer use a small key system (e.g. XCommander) that has more than 12 lines, and/or a contract with a third party provider?

- Key systems are not PABXs but they do perform a similar function. Key systems do not require dialling a number such as zero to gain an outside line since all lines are already directly connected to the telephone company's central office. On a PABX system, lines are connected to the PABX, and the PABX makes connections to the central office when the outside number is dialled. A common key system is Commander™
- This small key system referenced above must also have less than twelve connected lines in order to be compatible
- If there is a contract associated with the key system, this will also affect the transfer of those lines as the customer is usually obliged to stay with that contract provider

Additional Questions

Some additional questions your prospective small business customers may have are answered below.

1. Can customers with an ADSL line be transferred to ACN?

- Yes, customers with ADSL (Asymmetric Digital Subscriber Line – a type of high-speed Internet service) can be connected to ACN as per normal. However, if the customer's Internet service provider is the same as their local telephone service provider, they will need to check with this provider to fully understand the changes that this may make to their current agreement.

2. Can business customers transfer the lines used by their EFTPOS terminals to ACN?

- Yes, these lines can be transferred as normal.

Only small business customers who have current individual business line rentals (such as Telstra's Business Line™ Complete or Business Line™ Plus) on each individual handset in their office or shop can connect to ACN.

If you are unsure please call Representative Services on 1300 767 226.