Services Unable To Be Connected to ACN

Due to some network compatibility issues, some services detailed below are not able to be connected to the ACN network.

1. Services not connected to Telstra's Public Switched Telephone Network (PSTN), such as:

a. Optus HFC Cable Telephony Customers (Optus Cable)

If a prospective customer tells you that they are with Optus and have an Optus HFC Cable connected to their home providing the service (usually in conjunction with Optus Pay TV), then they are no longer on Telstra's PSTN and therefore are NOT able to be connected to ACN.

Note: The majority of Optus' customers are resold on Telstra's PSTN and can be connected to ACN. Please check with your customer first though before making the sale.

b. Voice services delivered via TransACT's FTTC network

2. Telstra Integrated Services Digital Network (ISDN) Lines

It is important that you identify whether a prospective customer is connected to an ISDN service prior to signing them up - customers connected to ISDN services cannot be successfully transferred over to ACN as they are not compatible with ACN's network.

3. Telstra Pre-Paid Fixed Lines (Communic8, C8, etc.)

Requests to transfer lines of this kind over to ACN will fail.

4. Lines which are associated with a fixed term contract

Some telecommunication service providers offer contracts to their customers which stipulate a minimum amount of time that they are agreeing to remain with that service provider.

A transfer request for one of these numbers will fail unless the customer contacts their provider and requests that they release them from the contract – this may, however, incur a penalty.

5. Lines for which there is an outstanding provisioning request

If a customer, while still with their previous provider, contacts them and requests that they perform some kind of unfulfilled action (e.g. the customer has requested that their service provider relocate their number to a new address). When a service transfer request is submitted to ACN in such an instance, this request will fail.

6. 1300, 1800 and 1900 numbers

These types of numbers are also not currently compatible to ACN's network.

MCI and AAPT Override Codes

Please inform your customers that MCI (1428) and AAPT (1414, 1419, 1424) override codes do not work on the ACN network and that they will be billed by ACN for these calls - this will also apply to resellers of AAPT and MCI's services.

If you need further clarification or advice on a customer's compatibility with the ACN network, please call ACN Representative Services on 1300 767 226.