

ACN is a Retail Service Provider of nbn™ broadband services and offers highly competitive nbn™ Phone plans.

By 2021 all Australian homes and businesses are expected to be connected to the nbn™ network, providing ACN IBOs with a massive opportunity to grow their business and sign up both existing and new customers.

To help you make the most of the nbn™ opportunity, here are the answers to the most frequently asked nbn™ questions.

Frequently Asked Questions

1. What are the different types of nbn™ technologies?

There are currently 7 nbn™ technologies (please note ACN does not offer all of these):

| Technology | Technology description | Available via ACN? |
|------------------------------|---|--------------------|
| Fixed Wireless (FW) | nbn™ connects fibre infrastructure from the telephone exchange directly to a wireless base station. A receiving antenna is attached to the customer's home or business to receive the signal. | Yes |
| Fibre to the Premises (FTTP) | nbn™ connects fibre infrastructure from the telephone exchange directly to the customer's home or business. | Yes |
| Fibre to the Node (FTTN) | nbn™ connects fibre infrastructure from the telephone to the node/street cabinet. The existing copper infrastructure is then used from the node or street cabinet to the home or business. | Yes |
| Fibre to the Basement (FTTB) | nbn™ connects fibre infrastructure from the telephone exchange to the network boundary point inside the customer's building - known as the Main Distribution Frame (MDF). The existing copper infrastructure is then used from the MDF into the home or business. | Yes |
| Fibre to the Curb (FTTC) | nbn™ connects the fibre infrastructure from the telephone exchange to a small node/street cabinet. The existing copper infrastructure is then used from the node/cabinet to the home or business. | Yes |
| Hybrid Fibre Coaxial (HFC) | Uses a combination of fibre and coaxial technology developed by the cable TV industry to the customer's home or business. | Yes |
| Satellite | Uses wireless connectivity to connect to the satellite orbiting Australia. | No |

2. Can customers choose their nbn™ technology?

No, NBN Co, will determine the nbn™ technology provided based on the customer's location and existing infrastructure.

3. How can I check if an address is nbn™ ready?

Please visit www.nbnco.com.au and enter your address to check if your premises is nbn ready.

4. Does a customer have to move their service over to the nbn™?

Once nbn™ have declared that your address is "Ready for Service" you will be unable to order any other type of service for this address except for an nbn™ service. If you have not upgraded your existing ADSL service across to the nbn™ network 18 months after your address is declared "Ready for Service", you will be automatically disconnected and any existing phone number you have will be lost and may be reallocated to another customer. For more information, please visit the NBN Co website - www.nbnco.com.au

5. When should customers move to the nbn™?

We recommend customers move as soon as their address is nbn™ ready. They will enjoy the benefits of the nbn™ network sooner, plus they can avoid the last minute rush to connect. By delaying the switch to nbn™, customers risk having their phone and broadband services disconnected.

6. What do the nbn™ speeds mean?

Please refer to www.acnpacific.com/knowledge-base/understanding-the-nbn-speeds for more information.

7. Can customers change their speed?

Yes, they can upgrade or downgrade their speed tier via MyAccount. They may only change their speed tier once per billing cycle.

Their upgraded speed tier will be applied within 2 business days of submission through MyAccount.

Your customer's new speed tier will be billed in advance from their next bill cycle date.

Customers may downgrade their speed tier to the lowest speed offered on their plan. Your customer's downgraded speed will commence upon their next billing cycle date. They may only downgrade their speed tier twice during a 12 month period.

8. How do existing ACN Broadband and/or phone customers move to nbn™?

Customers with the following ACN products can upgrade to nbn™ via MyAccount or the Upgrade to nbn™ tab at www.acnpacific.com. Any Early Termination Fees (ETFs) on existing ACN services listed above will be waived when they move to ACN nbn™.

- ADSL Broadband
- ADSL + Phone bundle
- Naked DSL
- Phone only services

9. If my customer is currently in contract with ACN, can they move to ACN's nbn™ plans?

Yes, customers can check if their address is nbn™ ready by:

- entering their details into the ACN Ninja address checker at www.acnpacific.com/nbn/
- logging in to MyAccount where a "nbn™, upgradable" button will be displayed next to any eligible services

For existing customers who wish to upgrade to nbn™ we offer the following benefits:

- ✓ no activation (or upgrade) fees
- ✓ a plan recommendation in MyAccount based on the customer's existing usage and plan fee to make the switch easier. Customers have the option to choose alternative plans
- ✓ Early Termination Fees (ETF) waived if your customer is in an existing ACN contract
- ✓ roll over of existing contract term (e.g. if your customer is 18 months into a 24 month contract, we will start their nbn™ plan on a 6 month contract term)
- ✓ a seamless billing change from their existing ADSL/phone service to nbn™
- ✓ better value call plans for nbn™ + Phone bundle customers

If the customer's existing modem is compatible with their nbn™ technology we will send a reconfiguration guide that gives them step-by-step instructions on how to enable their modem to work on nbn™. Customers with a non-compatible modem will be sent a new modem.

10. My customer already has a nbn™ service. Can they transfer it to ACN?

Yes, we can transfer a customer's existing nbn™ service regardless of who their current nbn™ Retail Servicer Provider is, although ACN does not offer nbn™ satellite services.

Please note that if your customer has an nbn™ service provided by Telstra or another Telstra Wholesale provider and they wish to port their existing number to ACN, there may be downtime to their nbn™ broadband and phone service whilst it is transferred across to ACN. We'll contact your customer to advise them of any lengthy downtime, prior to proceeding.

11. Can customers keep their current phone number when they move to nbn™?

Yes, in most instances ACN can port their phone number to an ACN Digital Phone Service. Customers will be asked if they want to keep their current phone number during the online sign up process.

Please note: porting their existing phone number to ACN could take up to 5 business days from nbn™ bundle activation. During this time customers will be able to make calls from their phone, but they will be unable to receive calls to their number until we have successfully ported their number. We'll send an SMS to your customer's preferred mobile number as soon as their service is ready to receive inbound calls.

If your customer has any special services (for example Line Hunt, ISDN, Fax Duet etc.) they will need to remove these before ACN can process their order.

Please note: Customers in FTTN and FTTB areas who do not have an active ACN or Telstra number may experience downtime with their phone service while their number is ported. This is outside of ACN's control. This means customers will be unable to make or receive calls during this time. If the customer's existing service is on the TPG network the downtime may be 3-5 working days. If the customer's existing service is on a network other than TPG or Telstra, the downtime may be 1-3 working days. Customers will be notified of the downtime during the online sign up process and reminded in the email communications sent with updates on the provisioning of their service. In these circumstances, ACN can only port the number once the customer's nbn™ Broadband service is active with ACN.

12. How do customers port their phone number to the ACN Digital Phone Service network?

During the online sign up process customers will:

1. be asked if they wish to port their existing phone number
2. be asked to provide the phone number and select who is currently providing their service
3. provide consent to port their phone number

13. My customer wants to move to the nbn™ but they are not the home owner. Can I still sign them up?

Every home or business in Australia must switch over to the nbn™ when it becomes available at the address. We recommend you get your customer to speak to their real estate agent or the home owner to obtain approval before sign up.

14. Will the phone and Internet still work if the power goes out?

No, unfortunately the services will not work during a power outage. ACN nbn™ plans do not include battery backup.

15. What is the difference between a traditional phone service and a Digital Phone Service?

A traditional phone service (landline) utilises the copper infrastructure to make and receive calls. A Digital Phone Service uses the Internet to make and receive calls and requires both an Internet connection and a Phone Adaptor. Using Digital Phone Service allows ACN to provide customers with cheaper and more competitive calling rates.

16. Is there phone line rental?

ACN's nbn™ + Phone service uses Digital Phone Service for the phone element. Digital Phone Service do not have phone line rental.

17. What connection fees are charged?

ACN charges a \$99.95 setup fee to connect customers ordering a new ACN 2019 nbn™ plan with a 6-month contract term. The one-off setup fee is charged upfront to the customer's credit or debit card as part of the order submission.

A one-off setup fee of \$59.95 applies to customers activating a new ACN 2019 nbn™ Value plan with an 18-month contract term.

ACN will waive this activation fee for existing ACN broadband and / or phone customers upgrading to ACN nbn™.

18. How long does hardware delivery take?

All hardware/equipment is shipped via E-Parcel (2-8 days) or Express Post (1-3 days) depending on the equipment purchased and customer's location. Rural customers may have longer delivery timeframes.

19. What is the delivery charge?

Hardware and delivery is FREE on 6 or 18 month nbn™ plans.

20. What equipment is needed for the ACN Digital Phone Service?

A great benefit of ACN's nbn™ bundle plans is that they use ACN's Digital Phone Service. This means customers only need to download the ACN Companion app to use their phone service from their mobile. To use the ACN Companion app, customers will need to use a compatible device – a list of these can be found here: www.acnpacific.com/knowledge-base/will-acn-companion-work-on-any-device.

21. Why do customers have to purchase a modem from ACN and not have the option to bring their own device (BYO)?

Equipment purchased from ACN is already pre-configured. This makes the service activation easier and all the customer has to do is plug and play. For ACN to support the service and the nbn™ to be allowed on the networks, the equipment must also be tested and signed off by ACN as well as NBN Co.

22. How can a NBN Co technician appointment be changed?

Please reschedule the appointment at least three business days prior to your appointment by emailing nbn@acnpacific.com.au or contact Customer Service on 1300 881 778. If you do miss a scheduled appointment, we are required to pass on a \$220 rescheduling fee.

Please be aware, a change to your NBN Co technician appointment will delay your service activation date.

23. What should customers do if the nbn™ technician doesn't turn up?

In some cases, nbn™ technicians may run late, or in some rare circumstances cannot attend at all. Unfortunately, this is out of ACN's control and can be due to:

- adverse weather conditions that make it unsafe for the technician to complete the work
- mass service disruption
- the technician attended however they determined additional work was required that could not be completed in the appointment bracket and would need to come back on another day

If the technician does not turn up by the end of the time range given for the appointment, customers should contact ACN Customer Service. We will follow-up with nbn™ via Telstra Wholesale to reschedule the customer's appointment for the nearest available date.

24. What is the Customer Service Guarantee (CSG) & the CSG waiver?

Customer Service Guarantee (CSG)

This protects residential and small business customers from receiving poor telephone service. Under the CSG, carriage service providers (CSPs) are required to meet performance standards and provide customers with financial compensation when these standards are not met.

CSG Waiver

ACN requires the customer to waive their CSG rights if they select to take an ACN Digital Phone Service. CSG is not applicable for a Digital Phone Service.

25. Will the customers get a refund if the order is cancelled?

If the order is cancelled within 10 days of the submission date, ACN will refund any upfront payment of a setup fee provided customer returns all equipment we provided to us in an un-opened and un-used state.

If the order is cancelled 10 or more days after the submission date and we have not yet commenced the installation of the service, we will refund any upfront payment of a setup fee provided customer return all equipment we provided to us in an un-opened and un-used state.