

1. What is ACN Companion?

ACN Companion enables customers to utilise their ACN Digital Phone Service from their mobile phone or tablet, whenever and wherever they want. Using the Companion app for iPhone® and Android™ devices, customers can extend the benefits of their unlimited calling plans such as calls to international destinations.

2. What are the top customer benefits of ACN Companion?

Customers can:

- Receive calls on their ACN Digital Phone Service number no matter where they are in the world – there's no need for a handset at home
- Make high-quality calls over Wi-Fi in areas with poor cellular coverage.
- Avoid roaming fees by calling over Wi-Fi when traveling abroad.
- Save mobile phone minutes by calling over Wi-Fi or 3G/4G

3. What product is ACN Companion available on?

The service is available on ACN's Digital Phone Service product only, whether that be a standalone Digital Phone Service or an ACN Digital Phone Service bundled with nbn™ broadband. From 25 September 2017, ACN Companion (access on 1 device) is included on our nbn™ bundle plans.

4. How much data is consumed by using ACN Companion on a 4G or 3G network?

A 5-minute call typically consumes 2.2 MB of data.

5. Does ACN Companion use mobile minutes?

While using the ACN Companion app through Wi-Fi only or 3G/4G, mobile voice minutes are not used. However, mobile data rates may apply if used on a 3G/4G network. ACN recommends Wi-Fi as the preferred connection type.

6. How much does the Companion App cost?

The Companion App is free to download from the App Store or Play Store. There is a monthly service cost of AU\$5.00 per device for up to 2 devices. For customers signing up to an ACN nbn™ bundle plan from 25 September 2017, ACN Companion is included on 1 device.

7. Will I receive compensation for ACN Companion?

There are no points or commissions awarded for ACN Companion however it will contribute to your billing revenue.

8. Are there any lock-in contracts?

There are no lock-in contracts and the service can be cancelled at any time, provided that it is not included as part of a nbn™ bundle plan.

9. Where can I get more information or set-up instructions?

Please visit www.acnpacific.com/acn-companion for information.