

Broadband Upgrade Table



Service upgrades are dependent on the type of service you already have. The table below details which existing services are eligible for upgrade.

Your Existing Service	New Service	Eligibility	Steps to Upgrade your service
ACN VoIP only customer	Envision Bundle	✓	<p>Step 1: Please apply for a new ACN Naked DSL service or transfer your existing Broadband service to ACN via MyAccount.</p> <p>Step 2: Once your Naked DSL/Broadband service is activated on the ACN network, you can upgrade to a new bundle plan via our upgrade form.</p>
ACN VoIP only customer	Phone & Broadband Bundle	✗	Not applicable
ACN Naked DSL customer	Envision Bundle	✓	<p>Step 1: Please apply for a new ACN VoIP service or transfer your existing Phone Line service to ACN via MyAccount.</p> <p>Step 2: Once your VoIP/Phone Line is activated on the ACN network, you can upgrade to a new bundle plan via our upgrade form.</p>
ACN Naked DSL customer	Phone & Broadband Bundle	✗	Not applicable
ACN Envision customer	Envision Bundle	✓	Simply complete our upgrade form .
ACN Envision customer	Phone & Broadband Bundle	✗	Not applicable
ACN Phone Line customer	Phone & Broadband Bundle	✓	<p>Step 1: Please apply for a new ACN ADSL Broadband service or transfer your existing Broadband service to ACN via MyAccount.</p> <p>Step 2: Once your ADSL/Broadband is activated on the ACN network, you can upgrade to a new bundle plan via our upgrade form.</p>
ACN Phone Line customer	Envision Bundle	✗	Not applicable
ACN Standard ADSL customer (without ACN Phone Line)	Phone & Broadband Bundle	✓	<p>Step 1: Please apply for a new ACN Phone Line service or transfer your existing Phone Line service to ACN via MyAccount.</p> <p>Step 2: Once your Phone Line is activated on the ACN network, you can upgrade to the new bundle plan via our upgrade form.</p>
ACN Standard ADSL customer (without ACN Phone Line)	Envision Bundle	✗	Not applicable
ACN Phone & Broadband customer	Phone & Broadband Bundle	✓	Simply complete our upgrade form .
ACN Phone & Broadband customer	Envision Bundle	✗	Not applicable