



## Acceptable Usage Policy - “ACN-2-ACN” and “ACN Alltid”

“ACN-2-ACN” offers ACN residential fixed line customers non-commercial voice traffic to other ACN fixed line customers within the same country at no per minute charge.

“ACN Alltid” offers ACN residential fixed line customers non-commercial voice traffic to other fixed line customers within the same country at per no minute charge regardless of the time of day.

To enable ACN to offer these fantastic products, the following guidelines will be applicable:

### Guidelines for “ACN-2-ACN”:

- “ACN-2-ACN” plan is for residential users\* only.
- In order for the call to qualify as an ACN-2-ACN call (at no per minute charge) the called person has to be an active ACN customer. An active ACN customer is defined as having placed at least one call using the ACN fixed line service during the last 30 days.
- The following calls are not free of per minute charge but charged at normal listed rates:
  - Calls to data lines (internet, VPN)
  - Calls to mobile phones
  - International calls
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and the customer may be switched to another ACN calling plan.

### Guidelines for “ACN Alltid”:

- “ACN Alltid” is for residential users\* only
- The following calls are not free of per minute charge but charged at normal listed rates:
  - Calls to data lines (internet, VPN)
  - Calls to mobile phones
  - International calls
- Customers who have an excessive usage may be removed from the “ACN Alltid” plan at the sole discretion of ACN. ACN may decide to do so if the customer generates an amount of free traffic that is significantly above what ACN defines as the average customer usage.
- If the customer does not comply with any of the above guidelines, ACN will inform the customer and the customer may be switched to another ACN calling plan.

\* The ACN account holder has to be identical to the owner of the line, as registered with the national operator. Only natural persons are regarded as residential users.