

INFORMATION FOR NEW VALUED CUSTOMER

Win Back Call

Your previous Telco is certain to call you in the next few days. They may even attempt to lure you back by offering some 'special' deal and have you commit to a fixed time period contract of some sort. We recommend you simply let them know **"you are helping a friend and are happy *thankyou*"**... and **hang up the phone.**

- a) Why do they wait until you have left to offer you their best deal? ACN gives you our best offer right away.
- b) By leaving ACN you will forfeit your right to the benefits of ACN-2-ACN free calling available for Residential Landline Customers.

Your first ACN account

Your first account may appear larger than expected. This is because your first account will bill you for the period of time in the current billing cycle PLUS the up front charge for the next full month. Future bills will more accurately reflect your monthly spend, as there will be no added pro-rata charges.

Important

Your previous Telco will owe you a credit for the pro-rata amount of line rental they have charged you in advance. The best way to handle this is to not pay their next account. Wait until you have received their final account... this account will reflect a credit for the amount they have charged you in advance.

Unwanted Telemarketers

You can eliminate many of these nuisance telemarketing calls that always seem to come at most inappropriate times. There is an organization called ADMA who can help you in this area. Simply call them on 1300 792 958 (toll free call). They will advise you of the simple procedure to action your request. You can also do this online by going to: www.donotcall.gov.au

Keeping Track Of Your ACN Accounts

ACN has made it very convenient to pay your accounts either by Direct Debit or Online if you choose. You can also check all past invoices online with ACN. You can also check the unbilled amount of your Mobile Phone Calls and Mobile Broadband usage. Simply go to: <https://myaccount.acnpacific.com.au>

Online Storefront 24/7 Service

Visit my Online storefront where you can view and also order all products and services that ACN offers in 23 different countries. Do feel free to on-forward this link to any Global contacts you may also have. Please check it out at:

At Your Service

You can call ACN Customer Service in Sydney on 1300 881 778 or 02 8214 4275 as per details on your ACN bill. **Please do not hesitate to call me at anytime if we can further assist you.** My best contact numbers are:

Landline:

Mobile:

Once again, thanks for your business, we truly do appreciate your support.

Best Regards