



# User Manual

for Managing Your Subscription  
Online via

# DitACN Mobile

Denmark

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## 1. Introduction

This document provides an overview of **DitACN Mobile**, our innovative customer service tool that allows you the convenience of managing your ACN Mobile subscription online, 24 hours a day, 7 days a week. With **DitACN Mobile** you can:

- View, correct and amend your personal data
- View and amend your contract information and check invoice details online
- View an overview of all your mobile subscriptions and their current status
- Change and amend your product and network options online
- View your unbilled usage and detailed call data
- View, review and print your invoices and itemisation reports

Please ensure you read this document carefully as it provides you with all the information you need to take full advantage of the benefits of **DitACN Mobile**.

**DitACN Mobile** is available via [www.acnmobile.dk](http://www.acnmobile.dk) at all times. **DitACN Mobile** is not intended to be a replacement for our Customer Service centre but is rather an extension of the services we offer to our customers. If you have any questions regarding the functionality of **DitACN Mobile**, simply call our Customer Service department.

If your SIM card is lost or stolen, you can report this using our normal customer service number and bar your service via **DitACN Mobile**.

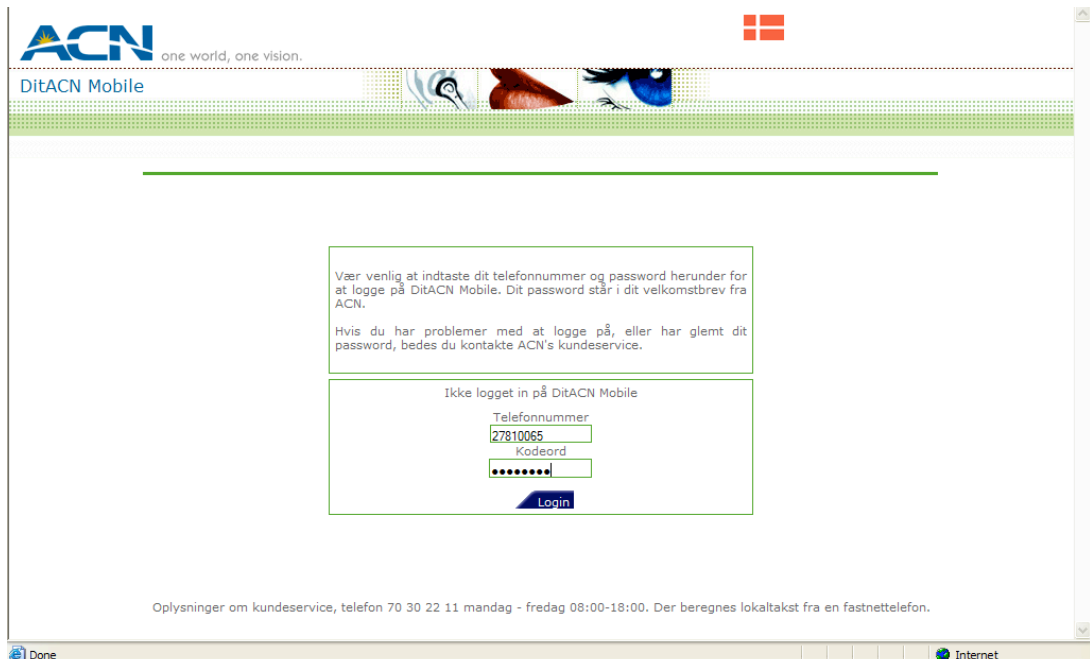
Please note that **DitACN Mobile** is aimed to serve our customers who are resident in Denmark and is therefore is only available in the Danish language.

## 2. Login

DitACN can be accessed in the following way:

- via the **DitACN Mobile** link on [www.acnmobile.dk](http://www.acnmobile.dk).

Use the login details provided in your welcome letter to access the site. If you have forgotten your password or username please contact our Customer Service department who will arrange for the login details to be sent to you.



### 3. Your Start Screen / Dit abonnement

**Dit abonnement** is the standard screen you will be directed to with each login. Please note that if the blue menu options do not appear on the page, click simply on the refresh button in your browser and the options should re-appear. If you are using Microsoft Explorer the refresh button is the one with the green arrows.



There are 3 main sections to this page.

The first section is an overview of your contract data in the **Abbonent** box and the **Abbonementer** box displays your current live subscriptions in addition to the services activated on those subscriptions. In the **Abbonent** section you will also see your Customer Number, which you may need when contacting Customer Services.

ACN Mobile... når som helst... hvor som helst.

Abbonent		Abonnementer		
Navn:	Per Erik Ångman	Telefon	Type	Stk. pris.
Adresse:	Biskop Svanes Vej 23	27810065	ACN Talk-A-Bit	19,00
Post nr./ By:	3460 Birkerød		Telefonsvarer	
Kunde nr.:	P-10100053		Banke på	
			SMS	
			Udsvingskontrol	0,00
			GPRS	
			Data 9,6	
			Vis A-nummer	
			Omstilling, konf	
			International Roaming	
			MMS	
			ACN SaldoMaximum(100)100	9,99
			Saldokontrol oprettelse	0,00
			Oprettelse ACN Mobil	99,00

Beneath the above mentioned sections is an overview of your usage - **Forbrugs Oversigt** - as well as a summary of your invoice and credit notes - **Faktura/Kreditnota** - that have been recently issued.

Forbrugs oversigt				
Telefon nr.	Periode	Antal	Saldo Forbrug	
27810065	3. feb. 2006 - 12. mar. 2006	53	74,12	<a href="#">Specifikation</a> <a href="#">Se samtaler</a>



Faktura / Kreditnota				
Dato	Nummer	Type	beløb	
07.04.2006	10032	Faktura	254,01	<a href="#">Samtaler</a> <a href="#">Se faktura</a>

Forbrug i indeværende periode				
Telefon nr.	Abonnement	Antal	Saldo Forbrug	
27810065	ACN Talk-A-Bit	1	0,00	<a href="#">Specifikation</a> <a href="#">Se samtaler</a>

Simply click on the blue buttons for more information. The **Specifikation** button gives you a detailed listing of each number called by date and time and the type of call, i.e. a call to a fixed-line in Denmark, an International MMS or premium rated number. The following is a sample of the **Specifikation** screen.

SAMTAL/SPECIFIKATION						
10100053						Dato
Per Erik Ångman						12-04-2006
Biskop Svanes Vej 23						
3460 Birkerød						
27 81 00 65						
Nr.	Dato	Tidspunkt	Modtager nr.	Opkaldstype	Verighed	Pris
1	03.02.2006	14:54:13	0046701800010	MMS afsendt fill uclardet		2,50
2	03.02.2006	14:54:40	0046701800010	MMS afsendt fill uclardet		2,50
3	03.02.2006	14:55:00	0046701800010	MMS afsendt fill uclardet		2,50
4	03.02.2006	14:55:35	22 81 54 49	MMS		2,50
5	03.02.2006	14:55:59	00167018000910	MMS afsendt fill uclardet		2,50
6	03.02.2006	14:56:23	00167018000910	MMS afsendt fill uclardet		2,50
7	03.02.2006	14:56:54	00167018000910	MMS afsendt fill uclardet		2,50
8	03.02.2006	14:57:18	51 99 00 09	MMS		2,50
9	03.02.2006	14:57:43	51 99 00 09	MMS		2,50
10	03.02.2006	14:59:50	0031646341091	MMS afsendt fill uclardet		2,50
11	04.02.2006	13:25:18	70 23 33 36	Opkald til fæstnet i DK		0,25
12	04.02.2006	14:30:28	70 23 33 36	Opkald til fæstnet i DK		0,25
13	04.02.2006	15:27:23	22 81 54 49	Opkald til mobil i DK	01:13	1,49
14	04.02.2006	16:07:16	22 81 54 49	Opkald til mobil i DK	00:33	0,77
15	05.02.2006	10:56:43	00351963934988	Opkald til udland		0,25












By clicking on the **Se samtaler** button an interactive display of your call data by date will appear where you can choose a more detailed or summary view with the  and  buttons.

Dit abonnement
Dine ekstra serviceydelser
Dine persondata
/Ændring af dit password
Log af DitACN Mobile

**Forbrugsoversigt**

Periode: Faktura 10032 ▼    Fra tilfnr:   ▼    Til tilfnr:   ▼

**Samtaler**

Dato	Beløb	Dato	Beløb	Dato	Beløb	Dato	Beløb
03.02	25,00 						
<b>Tidspunkt</b>	<b>Telefonnr</b>	<b>Modtager nr.</b>	<b>Opkaldstype</b>	<b>Varighed</b>	<b>Beløb</b>		
14:54:13	27 81 00 65	0046701800910	MMS afsendt till udlandet		2,50 kr.		
14:54:40	27 81 00 65	0046701800910	MMS afsendt till udlandet		2,50 kr.		
14:55:09	27 81 00 65	0046701800910	MMS afsendt till udlandet		2,50 kr.		
14:55:35	27 81 00 65	22 81 54 49	MMS		2,50 kr.		
14:55:59	27 81 00 65	0046701800910	MMS afsendt till udlandet		2,50 kr.		
14:56:23	27 81 00 65	0046701800910	MMS afsendt till udlandet		2,50 kr.		
14:56:54	27 81 00 65	0046701800910	MMS afsendt till udlandet		2,50 kr.		
14:57:18	27 81 00 65	51 99 00 09	MMS		2,50 kr.		
14:57:43	27 81 00 65	51 99 00 09	MMS		2,50 kr.		
14:59:50	27 81 00 65	0031648341091	MMS afsendt till udlandet		2,50 kr.		
04.02	2,76 	05.02	4,70 	07.02	38,90 	08.02	2,50 
16.02	0,25 	20.02	0,00 	07.03	0,00 	09.03	0,00 
10.03	0,00 	12.03	0,00 				

<b>Opkald i alt</b>	53	<b>Pris samtaler</b>	74,11 kr.
<b>Samtaletid i alt</b>	0:12:50	<b>Pris i alt</b>	74,11 kr.

The **Faktura/Kreditnota** section provides details of your recently issued invoice. By clicking on **Se Faktura** you can view a PDF file of your last invoice and if you click on **Samtaler** you will see a PDF of the itemisation report for this invoice. If you have not chosen to receive invoices by post then they will be uploaded here every month and you will receive an SMS notification whenever there is a new invoice available for your review. As with any PDF file you can choose to print and/or save it once you have opened the file.

In the **Posteringsoversigt** section you can view your current unbilled usage by call type for each of your active subscriptions.

Dato	Telefonnr	Tekst	Beløb
07.04.2000	27010005	Opkald til 90-numre	1,95
07.04.2000	27810005	Opkald ACN mobil (ACN 2 ACN)	0,25
07.04.2000	27810005	Opkald til mobilvar	1,13
07.04.2000	27810005	MMS	10,00
07.04.2000	27810005	Opkald til mobil i DK	6,71
07.04.2000	27810005	Oplysningen	20,28
07.04.2000	27010005	SMS	0,20
07.04.2000	27810005	Opkald til udland	1,70
07.04.2000	27810005	MMS afsendt till udlandet	22,50
07.04.2000	27810005	Opkald til fastnet i DK	1,65
07.04.2000	27810005	Serviceumre	7,66
07.04.2000	27810005	Abonnementbil	52,93
07.04.2000	27810005	Saldurax	2,96
07.04.2000	27010005	Mobil	99,00
07.04.2000	27810005	Mobil	0,00
07.04.2000		Øvrige gebyrer	25,00
10.04.2000	27810005	ACN SaldoMaximum	9,99
17.04.2000	27810005	<b>Samtaletforbrug i denne periode</b>	0,00
01.05.2000	27810005	ACN Talk-A-Bil	19,00
		<b>ACN's tilgodehavende</b>	<b>283,00</b>

Oplysninger om kundeservice, telefon 70 30 22 11 mandag - fredag 09:00 - 18:00. Der beregnes lokalafkast fra en fastnettelefon.

## 4. Your Extra Services / Dine ekstra serviceydelser

You can choose to activate or de-activate network and product options for your subscription in the **Dine ekstra serviceydelser** section. In the text section there is an explanation of the available services and all you have to do is click on the box for each item that you would like to activate or de-activate. Please note that an activation fee or a recurring fee is applicable for selected items and options. If a fee applies it will clearly be displayed when selecting these items and you will always have the option of changing your mind before accepting the charges.

**Tillægsydelser**

Vælg de tillægsydelser du ønsker at benytte.

- Hemmeligt nummer
- Spærring 90numre (Gratis)
- Banke på**
- Spærring premium SMS og MMS, Oprettelse (25,00)
- Spærring total, Oprettelse (25,00)
- Vis A-nummer**
- Omstilling, konf**
- International Roaming**
- MMS**
- SMS**
- Telefonsvarer**
- GPRS**
- Spærring af opkald til udlandet, Oprettelse (25,00)
- Spærring - Alle indgående opkald, Oprettelse (25,00)
- Spærring - Alle udgående opkald, Oprettelse (25,00)
- Spærring - Alle internationale indkomne kald i udl, Oprettelse (25,00)
- Udsvingskontrol
- ACN SaldoMaximum (9,99 kr.), Oprettelse (0,00)

**Næste >>**

A box with a tick indicates that the service or option is already activated for your subscription.

If you select the ACN Saldomaxium service (refer to [www.acnmobile.dk](http://www.acnmobile.dk) for details of this service) you will have the ability to set a maximum usage limit for your subscription. You will need to enter your own personalised PIN number which you will need to 'unlock' your phone to continue calling when the limit has been reached. To unlock your phone simply contact Customer Services who will ask for your PIN number to remove the barring from your account. You can define a monthly usage limit from 100 kr. up to 3000 kr. in intervals of 100 kr.

- SMS**
- Telefonsvarer**
- GPRS**
- Spærring af opkald til udlandet, Oprettelse (25,00)
- Spærring - Alle indgående opkald, Oprettelse (25,00)
- Spærring - Alle udgående opkald, Oprettelse (25,00)
- Spærring - Alle internationale indkomne kald i udl, Oprettelse (25,00)
- Udsvingskontrol
- ACN SaldoMaximum (9,99 kr.), Oprettelse (0,00)

**ACN SaldoMaximum**

Vælg det saldomax beløb du ønsker at have pr. måned

Indtast saldomax kode.

100 Kr.

200 Kr.

300 Kr.

400 Kr.

500 Kr.

600 Kr.

700 Kr.

800 Kr.

900 Kr.

1000 Kr.

1100 Kr.

1200 Kr.

1300 Kr.

1400 Kr.

1500 Kr.

3000 Kr.

400 Kr. ▼

**Næste >>**

Once you have selected which options you would like to activate or de-activated click on **Næste**. You will be directed to a screen containing useful and important information regarding ACN's mobile service, including the following:

- Terms & Conditions
- Service Description
- Price List

Please use these documents for reference when making changes to your subscription.

Tak fordi du benytter DitACN Mobile.

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**Du har bedt om at følgende serviceydelser bliver aktiveret på dit abonnement 27810065.**

- ACN SaldoMaximum (9,99) kr
- Udsvingskontrol (0,00) kr
- GPRS (0,00) kr
- Telefonsvarer (0,00) kr
- SMS (0,00) kr
- Banke på (0,00) kr
- MMS (0,00) kr
- International Roaming (0,00) kr
- Omstilling, konf (0,00) kr
- Vis A-nummer (0,00) kr

For denne ændring bliver der beregnet et engangsgebyr på kr. 0,00, som vil fremgå af din næste faktura.

Hvis du har aktiveret ACN Saldomaximum, betaler du et månedsgebyr på kr. 9,99.

Klik venligst på **Bekræft**, for at godkende aktivering af disse serviceydelser på dit abonnement og for at acceptere ovennævnte gebyr, eller klik på **Annuler**, hvis ovenstående oplysninger ikke er rigtige, eller du ikke ønsker at fortsætte.

Når du har bekræftet, modtager du en bekræftelse med e-mail. Hvis du ikke klikker på **Bekræft** eller **Annuler**, vil dit abonnement ikke blive ændret.

Du kan også udskrive denne bekræftelse, ved at klikke på **'Udskriv'** herunder.

[<< Forrige](#)

[Udskriv](#)

[Annuler](#)

[Bekræft >>](#)

You will also see confirmation of your changes with links to the above mentioned information and you have the option to do the following:

- cancel the request by clicking on **Annuler**
- print the confirmation by clicking on **Udskriv**
- return to the previous page to edit your selections by clicking on **Forrige**
- confirm and accept the charges by pressing **Bekræft**

If you click on **Bekræft** you will also receive an email confirmation of these changes.

## 5. Your personal data / Dine persondata

In this section you can review your personal details and enter a new invoice address, email address and contact telephone number.

**Please note: It is important that you enter a valid email address so that we can inform you when your invoices are available online or to confirm any service or product changes you have made using DitACN Mobile.**

The **Rediger Abonment** section displays your contract data. This data cannot be changed in the system. If any of the details are incorrect or you would like to make changes you need to contact Customer Services.

If you would like to enter a separate invoice address and addressee simply complete the fields in the following section. Please note that the CPR number is not required.

<b>Betaler</b>		
<b>Fornavn</b>	<b>Efternavn / Firmanavn</b>	
Per Erk	Ångman	
<b>CPR-nr</b>	<b>Kontaktperson</b>	
<b>C/O:</b>		
<b>Gadenavn:</b>		
Biskop Svanes Vej		
<b>Hus nr.</b>	<b>Bogstav</b>	<b>Etage</b>
	23	
<b>Side</b>	<b>Lejligheds nr.</b>	
<b>Postboks</b>		
<b>Stednavn:</b>		
<b>Post nr.</b>	<b>By</b>	
3460	Birkerød	

You can enter your email address and contact telephone number in the fields provided.

Confirm any changes you make by clicking on **Gem**.

## 6. Change your password / Ændring af dit password

You have the option to change your login password at any time. Simply enter your phone number, your current password, then your new password twice and click on **Skift kodeord**. It is not possible for you to change your user name.

## 7. Logging Off

To log off simply press the **Log af DitACN Mobile** menu item on the right hand side of the screen and you will be directed to our closing screen. You can then safely close the browser window.



Thank you for using **DitACN Mobile**!