



User Manual

for Managing Your Subscription
Online via

Min ACN online

Norway

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1. Introduction

This document provides an overview of **Min ACN online**, 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 **Min ACN online** you can:

- View, correct and amend your personal data
- View and amend your billing address
- 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
- Print out a Direct Debit mandate to make your payments easier and more convenient

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 **Min ACN online**.

Min ACN online is available via www.acnmobile.no at all times. **Min ACN online** 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 **Min ACN online**, simply call our Customer Services department.

If your SIM card is lost you can temporarily bar and reactivate your account (in case you find your SIM card), or if stolen put your account on hold until you contact our Customer Services department to permanently cancel your SIM card and request a new one. In this way you can ensure that your SIM card is not used fraudulently.

You can also temporarily bar and unbar your account if you think you have spent enough during the month. You can review your balance, bar and unbar your account as many times as you like during a month free of charge.

Please note that **Min ACN online** is aimed to serve our customers who are resident in Norway and is therefore only available in the Norwegian language.

2. Login

Min ACN online can be accessed in the following way:

- via the **MinACN online** link on www.acnmobile.no.

Use the login details provided in your welcome letter to access the site.

ACN one world, one vision.

Min ACN online

Vær vennlig og logg inn med ditt innloggingsnavn og passord.
Fasttelefonikunder kan finne sitt innloggingsnavn og passord på sin månedlige faktura.
Mobilkunder kan finne sitt innloggingsnavn og passord i ACN Mobiles velkomstbrev som kom sammen med deres SIM-kort.

Telefonnummer: 48898161

Passord: ●●●●

Logg inn

Dersom du har glemt passordet ditt, kan du klikke nedenfor og passordet vil sendes til deg.
Mobilkunder må oppgi mobilnummeret sitt, og passordet vil så sendes per SMS.
Fasttelefonikunder kan oppgi sitt kontonummer, og passordet vil så sendes via e-post dersom ACN har en gyldig e-postadresse å sende det til.

● Passord på SMS eller e-post

If you have forgotten your password simple click on the “Passord på SMS eller e-post” link and your password will be sent to you:

http://www.teleprovider.net - Få passord - Microsoft Internet Ex...

Du kan få tilsendt ditt passord gjennom SMS ved å fylle inn ditt mobilnummer, eller via e-post ved å fylle inn ditt kundenummer. (Merk at passordet vil bli sendt til e-postadressen registrert på abonnementet)

Mobilnummer:

Send passord

Kundenummer:

Send passord

Mobile customers can conveniently request that their password number is sent to their mobile phone by SMS by entering their mobile number.

Fixed-line customers will receive their password by email by entering their ACN Account Number, however, if we do not have a registered email address for you this action cannot be completed. In that case simply call our Customer Services department.

TIP! All customers should ensure that a valid email address is entered in the 'Din informasjon' section. This will ensure that we can send you your password if requested in addition to confirmations of any service or product changes you have made using Min ACN online.

3. Welcome to Min ACN online Screen / Velkommen til Min ACN online

Velkommen til MIN ACN online is the standard screen you will be directed to with each login. This screen displays the standard information for contacting ACN's Customer Services department and our postal address should you need to contact us in writing.

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Min ACN online

Velkommen Din informasjon Dine produkter Informasjon

Kundeservice-informasjon Velkommen til Min ACN online

800 84 094
Man-fre, kl. 08.00-18.00

Samtaler er gratis fra fasttelefon i Norge. Dersom du ringer fra din mobiltelefon ber vi deg være oppmerksom på at vanlig samtalepris til fasttelefon i Norge vil gjelde.

Velkommen til Min ACN online, din onlineportal for å administrere ditt ACNabonnement. Dette innovative systemet er tilgjengelig 24 timer i døgnet, 7 dager i uka, for å gi deg muligheten til å administrere din ACN konto hjemmefra og i et sikkert, nettbasert miljø. Du kan se din nåværende ufakturerte balanse, detaljert samtaleinformasjon, be om eller kansellere tilleggstjenester, skrive ut og laste ned fakturaer og oppdatere din personlige informasjon når som helst. Vi viser til brukerguiden for Min ACN online som er tilgjengelig for nedlastning via www.acnmobile.no og www.acneuro.com.

Postadresse

ACN Norge AS
Box 94, 662 22 Åmål
Sverige

Kontakt ACNs kundeservice

Har du spørsmål? Kontakt ACNs kundeservice her.

[Logg ut av Min ACN Online](#)

You can also send any questions or queries to our Customer Services department via email. Simply click on **Har du spørsmål? Kontakt ACNs kundeservice her** under **Kontakt ACNs kundeservice** on the left-hand menu bar and enter your question or query and click **Send**.

Velkommen Din informasjon Dine produkter Informasjon

Kundeservice-informasjon **Kontakt ACNs kundeservice**

800 84 094
Man-fre, kl. 08.00-18.00

Samtaler er gratis fra fasttelefon i Norge. Dersom du ringer fra din mobiltelefon ber vi deg være oppmerksom på at vanlig samtalepris til fasttelefon i Norge vil gjelde.

ACN ønsker å yte kvalitetsservice til våre kunder.

Du kan finne svarene på de oftest spurte spørsmålene ved å klikke her (hyperlink) for vår mobiltjeneste og her (hyperlink) for vår fasttelefonitjeneste.

Skulle du trenge å kontakte oss kan du fylle inn e-postskjemaet nedenfor, og våre kundeservicemedarbeidere vil hjelpe deg med spørsmål du måtte ha angående ACNs mobiltjeneste. Fyll ganske enkelt inn dine detaljer, skriv ditt spørsmål og klikk Send.

Dersom du vil rapportere et mistet eller stjålet SIM-kort ber vi deg ringe kundeservice på 800 84 094. **IKKE** rapporter et mistet eller stjålet SIM-kort via denne e-posttjenesten.

Kundenummer

Navn Ventelo (test)

E-post (Trykk [her](#) for å endre) ptheakst@acneuro.com

Gjelder nummer: 48897824

Emne

Spørsmål

Send

Our Customer Services department will endeavour to answer your question as soon as possible.

4. Your Information / Din informasjon

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

Please note: It is important that you enter a valid email address so that we can confirm any service or product changes you have made using Min ACN online.

Din informasjon	
Til høyre kan du se din kontoinformasjon for ditt abonnement.	Vær oppmerksom på at du kan kun oppgi en alternativ fakturaadresse dersom du er en ACN Mobile-kunde online. Alle andre adresseendringer må sendes inn skriftlig til ACNs kundeservice.
Kundeservice-informasjon	Vi trenger din oppdaterte e-postadresse dersom vi må kontakte deg med spesifikk informasjon angående din ACN-konto, f. eks. dersom du har glemt passordet ditt. Denne e-postadressen vil aldri offentliggjøres til tredjeparter.
800 84 094 Man-fre, kl. 08.00-18.00	
Samtaler er gratis fra fasttelefon i Norge. Dersom du ringer fra din mobiltelefon ber vi deg være oppmerksom på at vanlig samtalepris til fasttelefon i Norge vil gjelde.	Adresse <input type="text" value="Kjøta 25"/>
	Postnummer <input type="text" value="4606"/>
	Sted <input type="text" value="KRISTIANSAND S"/>
	Fakturaadresse <input type="text" value="Kjøta 25"/>
	Fakturapostnummer <input type="text" value="4606"/>
	Fakturapoststed <input type="text" value="KRISTIANSAND S"/>
	Organisasjonsnummer <input type="text" value="976908066"/>
	E-post <input type="text" value="ptheakst@acneuro.com"/>
	Her kan man endre passordet til kundewebe. Passordet må inneholde minst fire tegn.
	Nåværende passord <input type="text"/>
	Passord <input type="text"/>
	Gjenta passord <input type="text"/>
	<input type="button" value="Endre"/>

The main section highlighted in grey 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 our Customer Services department.

If you would like to enter a separate billing address and addressee simply complete the fields in **Fakturaadresse** and **Fakturapostnummer** section and then press **Endre** and these changes will be logged in our system.

You can enter or change your email address in the **E-post** field provided.

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

All changes you make can be confirmed by clicking on **Endre**.

5. Your Products / Dine produkter

In this section of **Min ACN online** you are able to:-

- Review your subscriptions and the calling plan you are using, the status of your subscriptions, the additional network services activated on each of your subscriptions as well as the PIN, PUK and SIM card number for each SIM card you have
- Review and print out your invoices and itemisation reports as well as print off a pre-filled Direct Debit mandate
- Activate, de-activate and review statuses of additional network services such as voicemail and barrings on each of your subscriptions
- Send SMS messages to individuals and groups to all Norwegian numbers from your computer and choose which subscription you would like to charge these messages to

- Change your ACN Mobile calling plan
- Temporarily block or suspend as well as re-activate your SIM card if you think you have spent too much or have lost your SIM card. You can also put your account on hold if your SIM card is stolen before contacting our Customer Services department to report this.

Viewing Your Subscriptions

The **Dine Produkter** tab will lead you to the following screen:

The screenshot shows the 'Min ACN online' interface. At the top, there is a navigation bar with tabs: 'Velkommen', 'Din informasjon', 'Dine produkter', and 'Informasjon'. The 'Dine produkter' tab is selected. Below the navigation bar, there is a section titled 'Dine produkter' with a table of subscriptions. The table has columns for 'Nummer' and 'Status'. The table lists several subscriptions, including 'ACN Relax' and 'ACN Active', all with a status of 'Aktiv'. There is also a 'Kundeservice-informasjon' section with the phone number 800 84 094 and operating hours.

Tjenester		Dine produkter	
Din faktura		Her vises dine abonnement og produkter. For mer informasjon om produktet, trykk på "+"-tegnet.	
Aktiver/Deaktiver spesifisering av dine fakturaer		Du kan finne PIN- og PUK-kodene for ditt ACN Mobile-abonnement ved å velge "SIM-kort" i rullegardinmenyen ved det relevante mobilnummeret i menyen nedenfor.	
Dine tilleggstjenester			
Din SMS-tjeneste online		Nummer	Status
Endre ditt abonnement		48897824 - ACN Relax	Aktiv
Sperre/gjenåpne ditt abonnement		48898160 - ACN Balance	Aktiv
		48898161 - ACN Relax	Aktiv
		48898162 - ACN Relax	Aktiv
		48898163 - ACN Relax	Aktiv
		48898382 - ACN Active	Aktiv

Kundeservice-informasjon
 800 84 094
 Man-fre, kl. 08.00-18.00
 Samtaler er gratis fra fasttelefon i Norge. Dersom du ringer fra din mobiltelefon har vi den være

Here you can view the details of all your subscriptions including phone number, calling plan and status. The status will indicate whether your subscription is active, pending (i.e. being process by ACN), barred (due to late payment) or cancelled. By clicking on you can expand the view to see further details of that subscription, including the SIM card number, PIN and PUK codes and details of any activated network services.

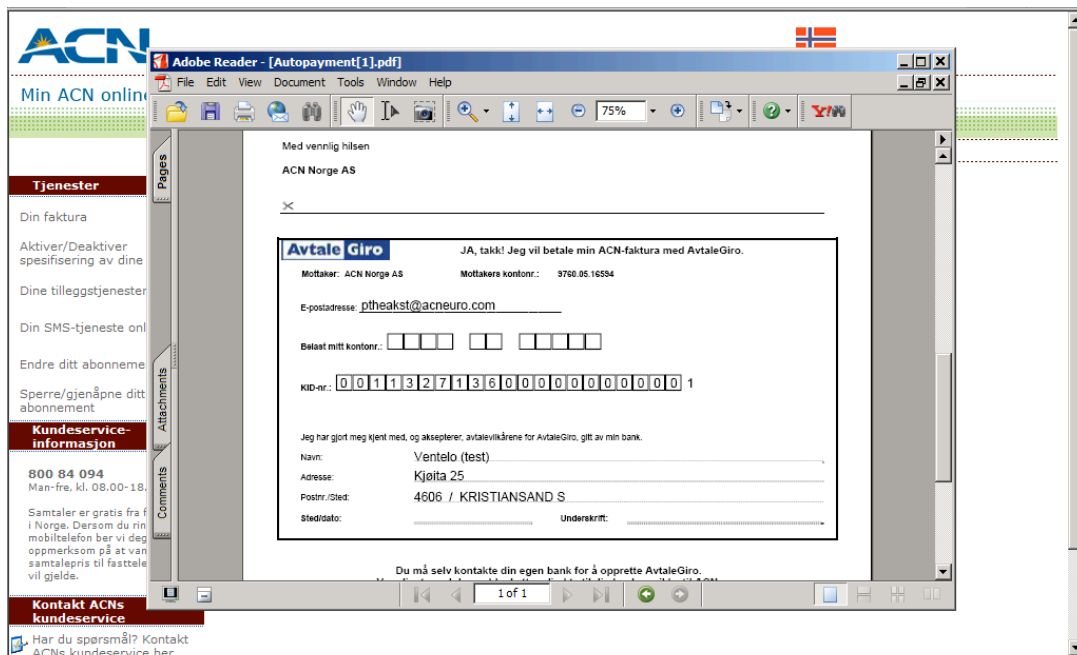
Each time you activate or de-activate an additional network service these details will be updated to reflect this. Please be aware that in some cases these activations will not be immediate but may take up to an hour to appear as active.

Viewing Your Invoices

In the Tjenester menu on the left of the screen you can view your invoices and account history as well as itemisation and summary reports by clicking on **Din faktura**. Please note that itemisation must be activated on your account to be able to view and print detailed itemisation reports (refer to the following section for more information).

Please also note that mobile customers will only be able to view invoices from July 1, 2006 as we are unfortunately unable to provide historical information before that time.

You can also print a pre-filled Direct Debit mandate if you would like to use this method of payment by clicking on **AvtaleGiro**. Paying by Direct Debit is the quickest and easiest way of paying your ACN invoices each month. Simply print the mandate, sign where indicated and send to your bank.

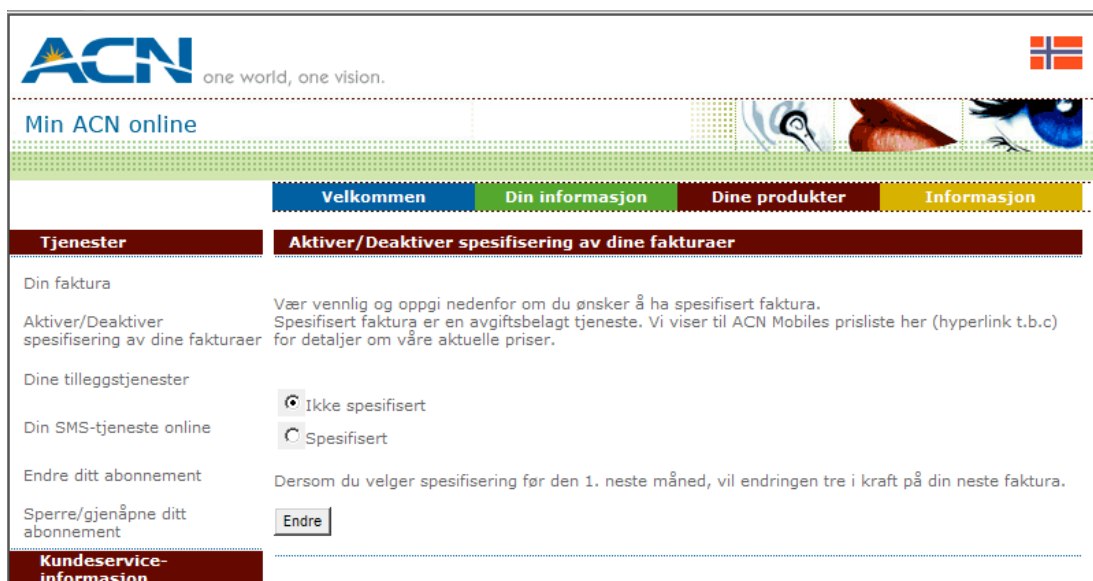


In this section you can also view what you have spent to date for each of your subscriptions. Please note that the balance displayed is not guaranteed to be a true reflection of your current balance but is rather a general indication. As your account is constantly being updated we are not able to provide an exact balance.

Activate/Deactivate Invoice Itemisation

By clicking on this menu option you can request activation of detailed itemisation reports to be sent with your monthly invoice. You will always be able to view an itemisation of your usage online regardless of whether you receive an itemised invoice by post. Please note that all activation and deactivation requests will be applied from the first day of the following month.

If you did not select itemisation when completing the Mobile Telephone Agreement, simply click on **Spesifisert** if you would like to have an itemised invoice and then click on **Endre** to confirm. Please note that a fee per invoice is applicable for this service. Refer to our published prices for details.



Your Additional Services

In the **Dine tilleggstjenester** section you can select which of your numbers you would like to activate additional networks services for.

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Min ACN online

Velkommen | Din informasjon | Dine produkter | Informasjon

Tjenester | **Dine tilleggstjenester**

Din faktura
Aktiver/Deaktiver spesifisering av dine fakturaer
Dine tilleggstjenester
Din SMS-tjeneste online

Her kan du aktivere og deaktivere tilleggstjenester. Vær oppmerksom på at det kan ta noen minutter før endringene er utført. Du må oppdatere skjermbildet for å se om endringen er utført, dersom en boks er grå så er endringen ikke ferdigbehandlet.
Vær oppmerksom på at av tekniske årsaker er det noen tjenester som ikke kan kombineres. Dersom det er noen problemer med kombinasjonen av tjenester vil dette bekreftes etter at du har valgt.

Vennligst velg

Simply select a number from the drop down menu to view a list of the additional services available.

Velkommen | Din informasjon | Dine produkter | Informasjon

Tjenester | **Dine tilleggstjenester**

Din faktura
Aktiver/Deaktiver spesifisering av dine fakturaer
Dine tilleggstjenester
Din SMS-tjeneste online
Endre ditt abonnement
Sperre/gjenåpne ditt abonnement

Her kan du aktivere og deaktivere tilleggstjenester. Vær oppmerksom på at det kan ta noen minutter før endringene er utført. Du må oppdatere skjermbildet for å se om endringen er utført, dersom en boks er grå så er endringen ikke ferdigbehandlet.
Vær oppmerksom på at av tekniske årsaker er det noen tjenester som ikke kan kombineres. Dersom det er noen problemer med kombinasjonen av tjenester vil dette bekreftes etter at du har valgt.

48898160

Oppfrisk

Ekstratjenester	Priser etabl.	Priser per mnd.
<input type="checkbox"/> Sperring for bruk i utlandet	0	0
<input type="checkbox"/> Sperring for teletorg 829	0	0
<input type="checkbox"/> Sperring for teletorg 820	0	0
<input type="checkbox"/> Sperring for internasjonale anrop	0	0
<input type="checkbox"/> Sperring for alle utgående anrop	0	0
<input type="checkbox"/> Sperring for internasjonale anrop u. Norge	0	0
<input type="checkbox"/> Sperring for å motta anrop i utlandet	0	0
<input type="checkbox"/> Sperring for å motta anrop	0	0
<input checked="" type="checkbox"/> Hemmelig nummer	50	0
<input checked="" type="checkbox"/> Faks for Personsvar	0	10
<input checked="" type="checkbox"/> Personsvar	0	9
<input type="checkbox"/> Sperring for å motta MMS	0	0
<input type="checkbox"/> Sperring for å sende MMS	0	0

Neste

Kundeservice-informasjon
800 84 094
Man-fre, kl. 08.00-18.00
Samtaler er gratis fra fasttelefon i Norge. Dersom du ringer fra din mobiltelefon ber vi deg være oppmerksom på at vanlig samtalepris til fasttelefon i Norge vil gjelde.

Kontakt ACNs kundeservice
Har du spørsmål? Kontakt ACNs kundeservice her.
[Logg ut av Min ACN Online](#)

You can at any time change the screen to view the list of additional services for another number by selecting the number from the drop down menu and clicking on **Oppfrisk**.

The additional services available are as follows:

- Barring for use abroad. This service is free of charge and prevents you from making calls or sending SMS when you are visiting a foreign country (roaming).

- Barring for Teletorg 829 and Teletorg 820. This service is free of charge and prevents you from calling or sending SMS to informational and premium rated services in Norway.
- Barring for international calling. This service is free of charge and prevents you from making calls to numbers outside of Norway. You will still, of course, be able to receive calls from international numbers.
- Barring for all outgoing calls. This service is free of charge and allows you to only receive calls and SMS.
- Barring for international calls outside of Norway. This service is free of charge.
- Barring for receiving calls whilst roaming. This service is free of charge and prevents you from receiving calls whilst visiting another country.
- Barring for receiving all calls. This service is free of charge and allows you to only make calls or send SMS from your phone.
- Secret number. A one time connection fee of 50 kr applies for this service which prevents your number from being published in a phone book or disclosed to the person you are calling. Your number will however be displayed if you send SMS or MMS messages.
- Fax with Voicemail and Voicemail. For further information please refer to the Voicemail section on www.acnmobile.no. Monthly recurring charges apply to these services.
- Barring for sending MMS. This service is free of charge.
- Barring for receiving MMS. This service is free of charge.

A white tick box indicates that the service is activated. A grey tick box indicates that the service is in the process of being activated or de-activated.

Simply click on the box that applies to a service and then **Neste** to activate that service.

Please refer to our Terms and Conditions, Service Description and Price List on www.acnmobile.no before activating additional services to ensure that you are aware of the applicable charges.

You will need to accept any changes that you have made by clicking **Bekreft endringer** in the following screen. By clicking this button you accept all associated charges.

The screenshot shows the 'Min ACN online' web interface. At the top, there is the ACN logo with the tagline 'one world, one vision.' and a Norwegian flag. Below the logo, there are navigation tabs: 'Velkommen', 'Din informasjon', 'Dine produkter', and 'Informasjon'. The main content area is divided into two columns. The left column has a 'Tjenester' header and lists options like 'Din faktura', 'Aktiver/Deaktiver spesifisering av dine fakturaer', 'Dine tilleggstjenester', 'Din SMS-tjeneste online', and 'Endre ditt abonnement'. The right column has a 'Dine tilleggstjenester' header and contains a 'Sammendrag' section with 'Aktivert:' (Sperring for internasjonale anrop u. Norge, Sperring for å motta anrop i utlandet) and 'Deaktivert:' (Faks for Personsvær) items. At the bottom, there is a 'Kundeservice-informasjon' box with the phone number '800 84 094' and a 'Bekreft endringer' button.

You will then receive an email confirming any activations or de-activations you have made.

Your Online SMS Services

With **Min ACN online** you can send SMS message to your friends and family in Norway without using your mobile phone. You can also send the same message to groups of people which is very convenient for Christmas, Easter, weddings, holidays and other occasions. You are also able to save contacts and set-up and save groups of contacts.

Simply select the number from the drop down menu which you would like to send the message from. This number will incur the charges to send the SMS, for which the standard national SMS rate for your calling plan applies. Please note that it is not possible to use this service to send SMS to international or premium rated numbers.

The screenshot shows the 'Din SMS-tjeneste online' section of the user interface. On the left, there is a navigation menu with options like 'Din faktura', 'Aktiver/Deaktiver spesifisering av dine fakturaer', and 'Dine tilleggstjenester'. Below this is a 'Kundeservice-informasjon' section with the phone number 800 84 094 and service hours. Further down is 'Kontakt ACNs kundeservice' with a link to contact support. The main content area is titled 'Din SMS-tjeneste online' and contains instructions: 'Frå denne siden kan du sende SMS. Alle sendte meldinger blir taksert til standard SMS-pris for ditt abonnement. Meldinger som er lengre enn 459 tegn blir delt opp i flere delmeldinger. Du kan legge til flere mottakere samtidig dersom du skiller numrene med mellomrom. Vær oppmerksom på at denne tjenesten kun er for nasjonale mobilnumre innen Norge. Du kan ikke sende meldinger til korte koder eller internasjonale numre herfra.' Below the instructions, there is a 'Fra:' dropdown menu with the number 48897824 selected. To the right of this is a large text input area for the message, with a 'Fjern' button below it. Below the message input is a 'Send til:' field with a 'Send til' button. At the bottom, there is a 'Kontaktliste' section with a 'Send til' button, a 'Ny kontakt' button, and a 'Rediger kontakt' button. The text 'Antall tegn igjen: 459' is displayed below the message input area.

Enter the number you would like to send the SMS to in the **Send til** field or select a number from your contact list or groups.

Enter your message, which can consist of up to 459 characters and click **Neste**. A confirmation of your message will appear and all you have to do is click **Neste** again to send your message.

There is no restriction on the amount of messages you can send with **Min ACN online**!

Change Your Calling Plan

In the **Endre ditt abonnement** section you can change the calling plans for each of your subscriptions.

To change a calling plan simply select the number that is using the calling plan from the drop down menu and then select the calling plan you would like to change to and click **Neste**. The current calling plan will be among the options listed with the date it was activated and associated monthly fee.

The screenshot shows the 'Min ACN online' web interface. At the top, there is the ACN logo with the tagline 'one world, one vision.' and the Norwegian flag. Below the logo, there are navigation tabs: 'Velkommen', 'Din informasjon', 'Dine produkter', and 'Informasjon'. A secondary set of tabs includes 'Tjenester' and 'Endre ditt abonnement'. The main content area is divided into two columns. The left column lists services: 'Din faktura', 'Aktiver/Deaktiver spesifisering av dine fakturaer', 'Dine tilleggstjenester', 'Din SMS-tjeneste online', 'Endre ditt abonnement', and 'Sperre/gjenåpne ditt abonnement'. The right column provides instructions and options for changing the subscription plan. It includes a 'Nummer:' field with a dropdown menu showing '48897824'. Below this, it states 'Du abonnerer for øyeblikket på ACN Friends 500 og din faste månedsavgift er kr. 59,-.' and 'Du kan endre ditt abonnement til hvilket som helst av de følgende ved å velge abonnementet du ønsker og så klikke på Neste.' There are four radio button options: 'ACN Relax Prisplanen blir aktivert: 01.06.2006', 'ACN Balance', 'ACN Friends 500', and 'ACN Active'. A 'Neste' button is located at the bottom right of the form. A 'Kundeservice-informasjon' section at the bottom left provides the contact number '800 84 094' and the hours 'Man-fre, kl. 08.00-18.00'. A note at the bottom left states 'Samtaler er gratis fra fasttelefon i Norge. Dersom du ringer fra din mobiltelefon ber vi deg være oppmerksom på at vanlig'.

Please refer to our Service Description and Price List on www.acnmobile.no before changing your calling plan to ensure that you are aware of the changes to the monthly recurring fee.

Changes to calling plans will take effect from the first day of the following month. You are allowed to make no more than 2 changes per subscription in any calendar month.

A confirmation of your changes will appear and all you have to do is click **Bekreft** to confirm the changes. You will then receive an email confirming the changes you have made.

Barring/blocking Your Subscription

Min ACN online allows you to temporarily bar/block and unbar/unblock any of your subscriptions, which is convenient in the following circumstances:

- You think you have lost or misplaced your mobile and you want to ensure that no-one can make unauthorised calls until you have found your handset.
- You have left your mobile switched on at home and want to ensure that your children or family do not use your phone without you knowing.
- Your mobile phone or SIM card has been stolen and you have not yet contacted ACN's Customer Services department to inform them of this and activate a permanent barring on your account
- You would like to stop using your subscription for a certain period of time as a means of controlling your costs.

Please note: We recommend that you bar/block your phone using this service as soon as you suspect your mobile phone or SIM card has been stolen. When you know for certain that it has been stolen simply contact ACN's Customer Services department to cancel the SIM card and request a new SIM card for your number.

Simply select the number from the drop down menu and click **Neste** to activate the temporary bar/block.

The following confirmation screen will then appear:

The screenshot shows the 'Min ACN online' interface. At the top, there is the ACN logo with the tagline 'one world, one vision.' and a Norwegian flag. Below the logo, there are navigation tabs: 'Velkommen', 'Din informasjon', 'Dine produkter', and 'Informasjon'. The 'Din informasjon' tab is selected. Underneath, there is a section titled 'Tjenester' with a sub-section 'Sperre/gjenåpne ditt abonnement'. The main content area contains the following text: 'Din faktura', 'Aktiver/Deaktiver spesifisering av dine fakturaer', 'Dine tilleggstjenester', and 'Din SMS-tjeneste online'. A message states: 'Valgt nummer 48898382 er ikke sperret, vennligst kryss av for å bekrefte sperringen av nummeret.' Below this message is a checkbox with the text 'Jeg bekrefter at jeg vil sperre nummer 48898382'. At the bottom right, there are two buttons: 'Avbryt' and 'Bekreft'.

Click the box and then **Bekreft** to confirm the activation.

To unbar or unblock your account simply select the number from the drop down menu. A barred number can be easily identified as one of the following comments will be displayed: **Valgt nummer er sperret, vennligst velg neste for å gjenåpne dette nummeret**, indicating the number is barred or **Sperring er under aktivering/deaktivering**, indicating that it is in the process of being barred or unbarred. If the status is showing as barred simply follow the instructions to unbar your account and click **Bekreft** to confirm. If the status is **Sperring er under aktivering/deaktivering** you may have to wait up to one hour before you can activate or de-active the barring.

6. Information / Informasjon

The **Din informasjon** section contains relevant information for customers of both ACN's mobile and fixed-line service.

The screenshot shows the 'Min ACN online' interface with the 'Din informasjon' tab selected. The page is divided into several sections: 'Kundeservice-informasjon' with the phone number '800 84 094' and hours 'Man-fre, kl. 08.00-18.00'; 'Postadresse' with the address 'ACN Norge AS, Box 94, 662 22 Åmål, Sverige'; 'Informasjon' with a note about standard documents; 'Mobilinformasjon' with a list of links including 'Prisliste', 'Tjenestebeskrivelse', and 'Onlinepolicy for MinACN online'; and 'Fasttelefoninformasjon' with a list of links including 'Prisliste', 'Onlinepolicy for MinACN online', and 'Brukerguide for Min ACN online'.

7. Logging Off

To log off simply click **Logg ut av Min ACN online** at the bottom of the left-hand menu bar. You can then safely close the browser window.

Thank you for using **Min ACN online!**