

## 1. GENERAL FEATURES OF ACN's MOBILE SERVICES in Sweden

**ACN Communications Sweden AB** (ACN) provides customers using ACN's SIM card with access to the operating mobile network of ACN's supplier Ventelo in order to transmit communication data using voice communication and data circuits. ACN's mobile services can only be used by means of a terminal functioning according to the GSM standard. ACN's mobile services are limited to the transmission and reception range of the Ventelo mobile network in Sweden. Mobile services will be charged to the customer according to ACN's published prices.

The customer shall be entitled, within the scope of the respective service of ACN, to use international long-distance and roaming services to the extent technically feasible and subject to the existence of appropriate agreements with the respective foreign network operators. The use of ACN's services in the border region of Sweden may result in the use of international roaming connections due to the local conditions.

## 2. MEMORY OF THE ACN SIM CARD

ACN's SIM card contains a memory in which the customer can save up to 254 names and numbers. The required PIN and PUK codes are provided to the customer with the ACN SIM card and related welcome package.

## 3. AMOUNT OF SUBSCRIPTIONS, MINIMUM CONTRACT PERIOD & CANCELLATION

### 3.1 Amount of Subscriptions

All customers may take an unlimited amount of subscriptions after having passed a credit check. Please refer to ACN's General Terms and Conditions for more information regarding the credit check. Certain calling plans are only available for private individuals. Please refer to Section 4 of this document for more information.

### 3.2 Minimum Contract Period & Cancellation

The contract period for customers requesting a new number from ACN is one month. The agreement is terminated at the end of the calendar month of the notice of cancellation or the end of a following month specified by the subscriber. For customers who port their number from another operator or service provider to ACN there is a minimum binding period of 12 months from the date that ACN confirms the provision of the subscription to the customer, i.e. the welcome package. This agreement may be terminated at the end of the calendar month of the notice of cancellation or the end of a following month specified by the subscriber after the binding period end date has passed, or if terminated earlier by the customer, ACN reserves the right to charge the customer for the amount of any monthly recurring charges (MRCs) that are applicable for the Service (under the Price List) for the balance of the binding period. Please refer to Section 9 of ACN's General Terms and Conditions for more information.

## 4. ACN CURRENTLY SOLD CALLING PLANS

### 4.1 ACN Relax

The ACN Relax calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a 10 second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0700 to 1900 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se).

#### 4.2 ACN Balance

The ACN Balance calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a 10 second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0700 to 1900 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se) .

#### 4.3 ACN Active

The ACN Active calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a 10 second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0700 to 1900 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se)

#### 4.4 ACN Friends 500

The ACN Friends 500 calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The ACN Friends 500 plan is only available to private individuals; business customers cannot make use of this calling plan and if they request this calling plan it will not be provisioned. Each subscription on this calling plan comes with the ACN-2-ACN calling facility which allows for 500 minutes of ACN-2-ACN calling each calendar month at 0.00 kronor per minute. The definition of ACN-2-ACN is a voice call made from one ACN mobile subscriber on the ACN Friends 500 plan to another subscriber on the ACN Friends 500 plan in Sweden at any time. The ACN-2-ACN facility cannot be used for calls to subscribers on other ACN Mobile calling plans in Sweden, to other ACN fixed-line subscribers in Sweden, for any international calling to other ACN mobile or fixed-line subscribers in other countries.. SMS messages, MMS messages, data usage (WAP, HSCSD, UMTS or GPRS), international calls or calls made whilst roaming (including calls to retrieve voicemail while abroad) are not valid call types for the ACN-2-ACN calling facility. The 500 minutes ACN-2-ACN facility is valid for each calendar month. Unused minutes cannot be carried forward to the next month. The standard call setup charge applies for these 500 minutes charged at 0.50 kronor per minute as published on the price list. When the 500 minutes are used, ACN-2-ACN calls will be charged as per the published rate for calls to other ACN mobile subscribers as stated in the price list with the applicable call setup charge. All calls are rated on a per second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0800 to 1800 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se) .

#### 4.5 Switch of Calling Plans

The switch between different ACN calling plans is possible as far as other calling plans are offered. A calling plan switch is only possible if the customer's ACN account is not in arrears or not in a dunning process. All calling plan changes will usually be activated from the first day of the following billing period which is usually around the 20<sup>th</sup> of any calendar month. Any pro rata charges will be rectified on the next invoice. No changes to calling plans can be requested during the period 18<sup>th</sup> to the 20<sup>th</sup> of any calendar month. A customer cannot make more than one change to their calling plan per calendar month. Please note that there is a charge to change calling plans; please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se) .

### 5. ACN CALLING PLANS NO LONGER SOLD

The following is an overview of the specific features of ACN's calling plans that are still active but are no longer offered directly to customers for sale.

### 5.1 ACN Låg

The ACN Låg calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a per second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0800 to 1800 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other details regarding charges please refer to ACN's price list (calling plans active but no longer sold) available at [www.acnmobile.se](http://www.acnmobile.se).

### 5.2 ACN Mellan

The ACN Mellan calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a per second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0800 to 1800 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se).

### 5.3 ACN Friends

The ACN Friends calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a per second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0800 to 1800 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. The ACN Friends plan is only available to private individuals; business customers cannot make use of this calling plan and if they request this calling plan it will not be provisioned. Each subscription on this calling plan comes with the ACN-2-ACN calling facility which allows for calling with a reduced per minute rate to other ACN Friends subscribers on the ACN mobile network in Sweden. The definition of ACN-2-ACN is a voice call made from one ACN mobile subscriber on the ACN Friends plan to another subscriber on the ACN Friends plan in Sweden at any time or a call to retrieve voicemail from within Sweden. The ACN-2-ACN facility cannot be used for calls to subscribers on other ACN Mobile calling plans in Sweden, to other ACN fixed-line subscribers in Sweden or for any international calling to other ACN mobile or fixed-line subscribers in other countries. SMS, MMS, data calls (WAP, HSCSD or GPRS), international calls or any calls made whilst roaming (including calls to retrieve voicemail while abroad) are not valid for the ACN-2-ACN calling facility. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se).

### 5.4 ACN Hög

The ACN Hög calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. All calls are rated on a per second basis with an applicable call setup fee. Please note that there are differing rates for peak and off-peak calling. Peak calling is deemed to be from 0800 to 1800 Monday to Friday and off-peak calling is at all other times and during weekends and Swedish public holidays. For all other charges please refer to ACN's current price list available at [www.acnmobile.se](http://www.acnmobile.se).

### 5.5 ACN Duo Discount

Customers on any of the ACN Låg, ACN Mellan or ACN Hög calling plans had the opportunity to benefit from the ACN Duo Discount offer if they were also a customer of ACN's fixed-line service in Sweden. This offer is no longer actively marketed, but is still available to active customers of those ACN Mobile calling plans mentioned above, if they are also still active customers of one of the following ACN fixed-line calling plans: ACN Basic, ACN Friends Call Free, ACN Freedom or ACN Premier. If a customer ceases to be a customer of ACN's fixed-line service or changes his calling plan to any calling plan other than those mentioned above then the Duo Discount benefit will no longer be applied. If an ACN Mobile customer changes

his calling plan to any plan other than those mentioned above and is still a customer of ACN's fixed-line service then the Duo Discount benefit will also no longer be applied. The percentage of the ACN Duo Discount is 0%, 5% or 10% on both the ACN Mobile and ACN fixed-line service depending on the ACN Mobile or fixed-line calling plan in use. The discount structure is as below:-

| ACN Mobile Calling Plan | ACN Fixed Line Calling Plan  |                              |                              |                               |
|-------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|
|                         | ACN Basic                    | ACN Friends Call Free        | ACN Freedom                  | ACN Premier                   |
| ACN Låg                 | 0% on Fixed<br>5% on Mobile  | 0% on Fixed<br>5% on Mobile  | 0% on Fixed<br>5% on Mobile  | 0% on Fixed<br>10% on Mobile  |
| ACN Mellan              | 5% on Fixed<br>5% on Mobile  | 5% on Fixed<br>5% on Mobile  | 5% on Fixed<br>5% on Mobile  | 5% on Fixed<br>10% on Mobile  |
| ACN Hög                 | 10% on Fixed<br>5% on Mobile | 10% on Fixed<br>5% on Mobile | 10% on Fixed<br>5% on Mobile | 10% on Fixed<br>10% on Mobile |

The minimum discount applied is 5% on the ACN Mobile service and the maximum discount applied is 10% on both services. The discount is applied on the above percentage basis to the following total call duration and call set-up charges made per calendar month or billing period; local calls to fixed-line numbers excluding internet access calls; national calls to fixed-line excluding internet access calls and fixed/mobile to (local/national) mobile calls excluding internet access calls. Please note that SMS, MMS, GPRS data traffic, calls to service and premium numbers, international calling and calls made or received while roaming (mobile only) are not applicable calls type for the Duo Discount and no discounts will be applied to these calls. The discount per month is one amount per discount percentage for all the applicable calls and is displayed as one line item on the summary of the fixed or mobile invoice. An ACN mobile service considered to be **active** (applicable for discount) is when the customer is fully provisioned and active (able to make and receive calls) on the Tele2 mobile network in Sweden or if they are "Soft" barred for late payments or high usage. If a customer has more than one mobile subscription with ACN Mobile the active subscription that earns the highest discount will be used to determine the discount on the fixed-line service.

#### 6. ACN Mobile Voicemail

ACN sets up a voicemail service for the customer (i.e. a net-integrated, electronic answering machine) as standard. Customers can choose to have this service de-activated on their subscriptions. Incoming calls are redirected to this service when the ACN SIM card is not active or when the customer does not answer the phone. The customer can record a personalized welcome message or an absence message. The service notifies the customer about the messages received. The default notification is done by text message. All calls to the voicemail service are charged at the standard price for a mobile to mobile call. The call setup charge is applied to all calls to retrieve voicemail.

#### 7. ACN CUSTOMER SERVICES

The customer reaches customer services for questions regarding ACN's services by dialling **020-46 15 32** (calls charged at the applicable national rate in Sweden). The customer must identify himself by confirming his phone number as well as confirmation of personal details if required.

#### 8. EMERGENCY CALLS

Calls can still be placed to the international GSM emergency telephone code **112** without the use of the ACN SIM card.

ACN Communications Sweden AB