



ACN Mobile - Price list

Prices are valid from 1 July 2011

Prices in Euro incl. VAT (16%)	SayACN	Fun ¹	ACN-2-ACN+50 ²	ACN-2-ACN+100 ²	ACN-2-ACN+200 ²	ACN-2-ACN+500 ²
One-Time Connection Fee	25.60	25.60	25.60	25.60	25.60	25.60
Monthly Bundle Fee	25.54	0.00 ³	17.39	30.77	46.68	94.89
Inclusive Minutes ⁴	0	0	50	100	200	500

National Calls³ (rates apply after the inclusive minutes are used for ACN SayMore)						
ACN-2-ACN Mobile ⁴	0.00	0.09	0.00	0.00	0.00	0.00
To Fixed-Line Networks	0.00	0.26	0.36	0.30	0.30	0.25
To E-Plus Mobile Network	0.00	0.26	0.36	0.30	0.30	0.25
To Other Mobile Networks	0.26	0.26	0.36	0.30	0.30	0.25

ACN Mobile Voicemail	
Activation	FREE
Installation and Setup	FREE
Monthly Fee	FREE
Calling from Germany to receive messages	FREE
SMS Notification of message within Germany	FREE
Send Voice & Fax Messages to another Voicemail	FREE
Printing a Fax message	price dependant on destination ¹⁴
Auto Wake Up Call	price dependant on destination ¹⁴
Reminder Message	price dependant on destination ¹⁴
Call Notification	price dependant on destination ¹⁴

Call Forwarding	
Call forwarding to voicemail box	FREE
Call forwarding to other destination	price dependant on destination ¹⁴

International Calls^{5,6}	
Tariff Zone Europe	0.71
Tariff Zone North America	1.53
Tariff Zone Rest of World	3.07
SMS (to international destinations)	0.40

Roaming Calls^{5,6} (receiving calls in a foreign country)	
Tariff Zone EU 27	0.13
Tariff Zone Rest of Europe & North America	0.69
Tariff Zone Rest of World	1.79

Roaming Calls^{5,6} (making calls in a foreign country)	
Tariff Zone EU 27	0.42
Tariff Zone Rest of Europe & North America	1.49
Tariff Zone Rest of World	2.49
SMS (sending an SMS while roaming)	0.13

Data Traffic^{6,7,10} (Internet, MMS, WAP over GPRS or UMTS, per 50 kB)	
EU-Countries	0.59
Rest of Europe and North America	0.79
Rest of World	0.99

Sending and Receiving SMS and MMS						
SMS ⁸ to ACN Mobile	0.00	0.09	0.18	0.05	0.05	0.05
SMS ⁸ to E-Plus Mobile	0.00	0.09	0.18	0.05	0.05	0.05
SMS ⁸ to other mobile networks within Germany (Non premium)	0.19	0.19	0.18	0.18	0.18	0.18
MMS ⁸ to all networks within Germany (Non premium)	0.40					
Receiving SMS and MMS in Germany	FREE					

SMS Option Package	
SMS 100 ⁹ option	N/A 10.21

Data Services	
General Packet Radio Service (GPRS)	
Access via internet.eplus.de per Megabyte ¹⁰	6.16
Access via wap.eplus.de per Megabyte ¹⁰	20.52


Service Numbers - available from your ACN Mobile SIM card

	Connection Fee €	Increment	€/per Minute
Telegate Directory Enquiries (11880)	0.75	per 6 seconds	0.60
ADAC Pannennotruf (222222)	0.35 ¹¹	per second	0.60 ¹¹
ADAC Stauinfo (22499)	0.51 ¹¹	60/1	0.50 ¹¹
ADAC Verkehrsinfo (1210)	FREE	60/1	1.60 ¹¹
Biorhythmus (12051)	0.35 ¹¹	60/1	0.50 ¹¹
Börseninfo (12030)	0.35 ¹¹	60/1	0.50 ¹¹
Horoskope (12050)	0.35 ¹¹	60/1	0.50 ¹¹
HRS Hoteldienst (46835)	0.35 ¹¹	60/1	0.50 ¹¹
Lotto/Totto (12021)	0.35 ¹¹	60/1	0.50 ¹¹
Mailbox (9911)	FREE	60/1	FREE
Mailbox Fun (125125)	FREE	per 10 seconds	1.10
Music News (12070)	0.35 ¹¹	60/1	0.50 ¹¹
MNP-Info (10667)	GRATIS	60/1	FREE
Sport News (12010)	0.35 ¹¹	60/1	0.50 ¹¹
SMS-Infodienste (1001)	FREE	60/1	0.25
SOS Service (123410)	FREE	60/1	1.60 ¹¹
Welt-Nachrichten (12060)	0.35 ¹¹	60/1	0.50 ¹¹
Wetter (12040)	0.35 ¹¹	60/1	0.50 ¹¹
VIP News (12061)	0.35 ¹¹	60/1	0.50 ¹¹
E-Plus SMS Modempool (E-Plus EasyMail) 1167 Peak	FREE	Mo-Fr (09:00-18:00)	0.61
E-Plus SMS Modempool (E-Plus EasyMail) 1167 Offpeak	FREE	all other times	0.25

SMS services¹² - available from your ACN Mobile SIM card

SMS-Infodienste Request (1001)	FREE
SMS-Infodienste Receipt (1001) ¹²	0.14
SMS Roaming Infodienst (A-U-S-L-A-N-D 2875263) per SMS ¹²	FREE
SMS to Email received by SMS	0.20
SMS to Fax (1551 + fax number)	1.00
SMS sent to HeyDool (1515)	0.20

MMS services - available from your ACN Mobile SIM card

SMS request to MMS Info Dienste (66444)	per SMS sent	FREE
MMS - Top News (66444 NEWS)	per SMS received	0.79
MMS - Sport Formel 1 Live (66444 F1LIVE)	per SMS received	0.99
MMS - Sport Formel 1 Top-News (66444 F1NEWS)	per SMS received	0.99
MMS - Sport Football Top-News (66444 FUSSBALL)	per SMS received	0.99
MMS - Sport Bundesligaergebnisse (66444 BUNDESLIGA)	per SMS received	0.99
MMS- Wetter Bundesgebiet (66444 WETTER)	per SMS received	0.79
MMS - Tageshoroskop (66444 Z.B.Tsternzeichen)	per SMS received	0.79
MMS - Wochenhoroskop (66444 Z.B.Wsternzeichen)	per SMS received	0.99
MMS - Cartoons (66444 CARTOONS)	per SMS received	0.99
MMS Postcard (7678)	per Postcard	1.99

Other Service Numbers

	Connection Fee €	Increment	€/per Minute
Emergency Number 110/112	FREE	60/1	FREE
private Informationsdienste 0190-1 to 6	FREE	per 6 seconds	1.25
private Informationsdienste 0190-7 & 9	FREE	per 6 seconds	1.75
private Informationsdienste 0190-8	FREE	per 6 seconds	2.55
Satellitenfunkdienst Inmarsat 00870-74	FREE	per second	12.50
Satellitenfunkdienst Thuraya 00882-016	FREE	60/1	6.00
Informationsverbund Berlin-Bonn (IVBB), 01888	FREE	60/1	0.50
Service 0180 Verbindungen	FREE	60/1	0.50
ACN Mobile Customer Services 0180 3000933 ¹³	FREE	60/1	0.49
Service 0700 Connections	FREE	60/1	0.50
Service 0800 Connections	FREE	60/1	FREE
Service 00800 Connections	FREE	per 10 seconds	0.20
Telefonansage Deutsche Telekom (0115../0116../)	FREE	60/1	0.50
T-Votecall Deutsche Telekom (01371..01375..)	0.25	60/1	0.50
T-Votecall Deutsche Telekom (01376..)	0.40	60/1	0.50
T-Votecall Deutsche Telekom (01377..)	1.00	60/1	0.50
T-Votecall Deutsche Telekom (01378..01379..)	0.50	60/1	0.50
Scall Auftragsdienst (01699..)	1.50	60/1	0.50
Scall DTMF-Zugang (01681..)	0.75	60/1	0.50
Scall Voicebox (01681..)	0.75	60/1	0.50
Scall Modemzugang (01696..)	0.75	60/1	0.50
Cityruf Service-Center (01640..)	1.50	60/1	0.50
Cityruf Auftragsdienst (01699..)	0.75	60/1	0.50
Cityruf DTMF-Zugang (0164-1... bis 9...)	0.75	60/1	0.50
Cityruf Modemzugang (01691)	0.75	60/1	0.50
Skyper Auftragsdienst (016953..)	1.50	60/1	0.50
Skyper DTMF-Zugang (01693..)	1.00	60/1	0.50
Skyper Modemzugang (01692..)	1.00	60/1	0.50
Telefon Auskunft (11877)	0.75	per 6 seconds	0.60
bundesweite Telefon Auskunft Deutsche Telekom (11833)	0.75	per 6 seconds	0.60
internationale Telefon Auskunft Deutsche Telekom (11834)	1.50	per 6 seconds	0.60
Telefon Auskunft "Frag Fred" (11811)	0.75	per 6 seconds	0.60
Telefon Auskunft KlickTel (11815)	0.75	per 6 seconds	0.60
private Informationsdienste 0900	The customer will hear an announcement of the charges for these calls before the call is charged. For detailed prices please refer to www.eplus.de and click on AGB & Preislisten.		
SMS Value Added Services	For detailed prices for these services please refer to www.eplus.de and click on AGB & Preislisten.		
MMS Value Added services	For detailed prices for these services please refer to www.eplus.de and click on AGB & Preislisten.		

Other Charges

	€
Number Porting - Transferring your number from ACN to another operator (per number porting request)	25.60
Paper Billing (per invoice)	1.03
Itemised Billing (via www.acnmobile.de , service "DeinACN Mobile")	FREE
Copy Invoice or Copy itemisation report	5.13
Payment by Bank Transfer (per invoice, including paper invoice fee)	4.10
Direct Debit Rejection Fee (per direct debit rejection)	10.26
Dunning Fee (per overdue invoice)	2.56
Call Barring Activation fee (per barring activation, except 0190 number range)	5.13
Call Barring All Outgoing Monthly Charge	12.31
Call Barring All Incoming Monthly Charge	1.03
Call Barring International & Inmarsat Outgoing Monthly Charge	5.13
Call Barring All 0900 and 0190 Number Ranges (activation and monthly fee)	FREE
Replacement SIM Card (per SIM card)	20.47
Charge to change calling plan ¹⁵	0,00 / 25.60



1. Subscribers on the ACN Fun calling plan have a monthly minimum usage fee of €8.21 including VAT applied to their subscription. This amount will be invoiced irrespective of the monthly usage. The minimum usage fee will not be charged once the subscriber has made voice calls, sent SMS or MMS messages or used any data traffic to the value of €8.21 including VAT during the month. Please note that any other recurring fees such as the paper invoice fee or bank giro payment fee do not count towards the minimum usage fee.

2. The inclusive minutes with the ACN-2-ACN+50/100/200/500 calling plans can be used for calls to all fixed-line and mobile networks (except to ACN Mobile) in Germany. Calls to ACN mobile subscribers in Germany and international destinations, roaming calls, premium rate services, service numbers and call diversion are not eligible to count as inclusive minutes within the bundles. Unused inclusive minutes will be carried over to the next month and must be used up in that month. For the first or last month, you receive a proportional bundle of minutes. The first minute is always fully charged, thereafter per second billing (60/1 charging method). ACN-2-ACN minutes are excluded from the normal ACN inclusive minute bundle.

3. The first minute for all calls to fixed and mobile numbers in Germany are always fully charged, after which per second billing (60/1 charging method) is applied.

4. Each subscription on any of the ACN-2-ACN+ calling plans or on the SayACN calling plan come with the ACN-2-ACN calling facility. This allows for unlimited calling to other ACN mobile subscribers in Germany for €0.00 per minute. The definition of an ACN-2-ACN call is a voice call made from one ACN mobile subscriber to another ACN mobile subscriber at any time when both the caller and called party are in Germany and are both active ACN subscribers. The ACN-2-ACN calling facility cannot be used for calls to ACN fixed-line numbers in Germany or for any international calling to subscribers using ACN's fixed or mobile services in other countries outside of Germany or for any German ACN mobile customers when they are roaming outside of Germany. SMS messages, MMS messages, data usage (WAP or GPRS), international calls or calls made whilst roaming (including calls to retrieve voicemail when abroad) are not valid call types for the ACN-2-ACN calling facility. Subscribers on the ACN Fun calling plan benefit from the ACN-2-ACN calling facility with a stated rate. The definition of ACN-2-ACN remains the same as detailed above for the ACN-2-ACN+ calling plans and SayACN calling plan.

5. All international and roaming calls (receiving and making calls while roaming) are charged per full minute (60/60 charging method). EU 27 roaming calls (receiving calls while roaming) are charged per second (1/1 charging method). EU 27 roaming calls (making calls while roaming) are charged per second after the initial 30 seconds (30/1 charging method).

6. The countries that belong in the EU27 are: Belgium, Bulgaria, Denmark, Estonia, Finland, France, Greece, Great Britain, Ireland, Italy (incl. Vatican City and San Marino), Latvia, Lithuania, Luxembourg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Cyprus. The countries that belong in the Rest of Europe & North America Zone are: all other European countries not mentioned above and Canada and USA. The countries that belong to the Rest of the World Zone are those countries that ACN Mobile/E-Plus has a roaming agreement with and that are not counted in either of the lists above. International calls are charged on a per minute basis (60/60 charging method). Please note that all calls to satellites do not count as the Rest of the World Zone and are charged separately.

7. Data traffic (internet, MMS, WAP over GPRS) while roaming is charged on a per 50kb of data uploaded and downloaded basis.

8. The SMS and MMS prices quoted are for SMS and MMS sent to standard mobile phone numbers. Premium rated Mobile Terminating MMS and SMS are charged at special rates. Please refer to the Service Provider short code owner for the specific prices.

9. The SMS 100 bundle can be selected as an additional option with any of our calling plans except for SayACN. The charge is deducted monthly in advance on the 1st of the month. All requests for the SMS 100 option bundle will be provisioned as soon as possible after request and the charge amended on a pro rata basis for the month of activation/deactivation. The inclusive SMS are only valid for SMS messages sent to other German mobile networks. SMS to premium rated services, special numbers and international numbers are not deducted from the bundle and are charged at the standard rate. There is no carry over of unused bundled SMS at the end of the month. All SMS in excess of the bundle amount will be charged at the standard rate.

10. GPRS has two prices; one price for WAP access via the wap.eplus.de access point and another for the general internet access point internet.eplus.de. We recommend that customer uses the internet.eplus.de access point. Please refer to www.acnmobile.de for more information. Prices are calculated and charged in whole kilobytes. 1024 kilobytes are equal to one megabyte.

11. This is an E-Plus service partner service. All prices are subject to change.

12. SMS Infodienste includes subscription request, password receipt, SMS-Worterbuch, SMS-Chat, SMS-Fax, SMS-toSpeech, SMS-Roaming-Infos, SMS-Easy-Mail, SMS-to-E-Mail as well as all the Infoworld requests for services such as News, Lotto, Sport, Wetter, Horoskope, Unterhaltung and Unterwegs. Please note that you can receive more than one SMS per information request.

13. Please note that when calling from your ACN Mobile subscription to our Customer Services number a charge of 0.49€/min applies

14. The forwarding of faxes or notification, wake up or reminder calls from within the voicemail system are charged at the rate for the destination of the call. All minutes are expressly excluded from all the ACN inclusive minutes and are charged according to the appropriate national call destination rate within Germany for all calling plans. For any forwarding of faxes or notification, wake up or reminder calls to international destinations or whilst roaming the appropriate international or roaming rate is charged for that specific destination. Please refer to our international and roaming section on www.acnmobile.de for more detailed information. The standard charging method of 60/1 is applied for all these call types.

15. Customers on all calling plans are allowed to make a maximum of one change per month and the change will be made on the 1st date of the following month. It is possible to upgrade from ACN Fun to any of the ACN-2-ACN+ calling plans free of charge. Furthermore, no charges apply when upgrading from any ACN-2-ACN+ calling plan to another ACN-2-ACN+CAN calling plan that has a higher inclusive minute allowance. Charges will apply if any ACN-2-ACN+ calling plan is downgraded to a lower ACN-2-ACN+ calling plan with a lower inclusive minute allowance. A fee of €25.60 applies per change. It is possible for customers using the SayACN to change to the following calling plans free of charge: ACN-2-ACN+100, ACN-2-ACN+200 and ACN-2-ACN+500. If a customer on the SayACN calling plan wishes to change to ACN Fun or ACN-2-ACN+50 a charge of €25.60 applies per change. Any customer who would like to change from any of the ACN-2-ACN+ calling plans or ACN Fun to SayACN will be charged €25.60 per change. For those customers that are still on the ACN Smart, ACN Easy or ACN SayMore calling plans and would like to migrate to any of the new calling plans the following will apply.

Customers who are on ACN Smart or ACN Easy can upgrade to ACN Fun or any of the ACN-2-ACN+ calling plans free of charge. Customers who are on any of the ACN SayMore calling plans and would like to downgrade to ACN Fun will be charged €25.60 per change. No charges will apply when upgrading from an ACN SayMore calling plan to an ACN-2-ACN+ calling plan that has a higher or equal inclusive minute allowance. Charges will apply if an ACN SayMore calling plan is downgraded to a lower ACN-2-ACN+ calling plan with a lower inclusive minute allowance. In, in this case a charge of €25.60 applies per change. Any customer who would like to change from any of the ACN SayMore, ACN Smart, or ACN Easy calling plans to SayACN will be charged €25.60 per change.