



Quick Start Guide

Netcomm Wireless NB16WV

ADSL2+ VoIP Modem Router



Welcome to ACN

Congratulations on your selection of the Netcomm Wireless NB16WV ADSL2+ VoIP Wireless N Modem Router.

Your Netcomm Wireless Modem Router incorporates numerous technologies into one stylish device which is ideal for professional and personal use. It can act as the central connection point for all of your online and calling activities. The Netcomm Wireless device provides Wireless-N speeds for simultaneous downloads, voice and music, online gaming, and will allow users to make calls over the Internet using ACN's Digital Phone Service (DPS).

Once you are online check our website at **acnpacific.com.au** for further information and technical support if required.

acnpacific.com.au/myaccount

MyAccount is your Online Customer Portal. It enables you to check your monthly broadband usage, change your broadband plan, purchase extra broadband data, download your invoices, and pay your ACN account.

With ACN Broadband you get free access to WebTools powered by Google. A suite of applications are included: Calendar, Talk, and up to five Email accounts, each with their own **myacn.net.au** email.

Customer Service

Our dedicated Customer Service team is available 6 days a week

Hours of Operation

9:00am - 6:00pm (AEST) Monday to Friday

10:00am - 6:00pm (AEST) Saturday

Contact Details

Email Enquiries: enquiries@acnpacific.com.au

Online Chat: acnpacific.com.au/contact-us

Customer Service: 1300 881 778

For further information about pricing, other services available from ACN, the ACN Opportunity or becoming an ACN Independent Business Owner (IBO), please visit **acnpacific.com.au**.

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Netcomm Wireless NB16WV Set-up Guide

The Netcomm Wireless NB16WV ADSL2+ VoIP Wireless Modem Router has been set up to plug and play.

We recommend Microsoft® Windows 7, XP, Vista, or MAC OS as the minimum Operating System requirements. Ideally, your computer should be less than five years old and of a reasonable specification to get the most out of the Internet.

It is important to ensure your computer is up to date with the latest operating system and any relevant anti-virus and firewall / Internet protection software.

Front Panel

The front panel consists of 11 LED lights.



Back Panel

The back panel consists of port connections and also the Power (on/off) button.



Getting to Know your Device

The table below describes the LED lights on the front panel of your Netcomm Wireless device and their functions.

Icon	LED Activity	Description
	Off	The modem is powered off.
	Blue	The modem is powered on and operating normally.
	Blue Flashing	The modem is starting up.
	Off	No ADSL configuration is present.
	Blue	The modem is connected to the Internet via an ADSL service.
	Blue Flashing	The modem is attempting to connect to a ADSL service.
	Off	No 3G configuration present (or there isn't a 3G USB modem plugged in).
	Red	3G USB - SIM Error.
	Red Flashing	3G connection failed - retrying.
	Blue	The modem is connected to the Internet via a 3G service.
	Blue Flashing	The modem is attempting to connect to the 3G service.
	Blue Flashing	The modem is attempting to connect to the 3G service.
	Off	No Internet configuration is present.
	Red	The modem is connected via a 3G service.
	Red Flashing	Data is being sent or received via the 3G service.
	Blue	The modem is connected via an ADSL service.
	Blue Flashing	Data is being sent or received via an ADSL service.
	Purple	The modem is connected via an Ethernet WAN service.
Purple Flashing	Data is being sent or received via the Ethernet WAN service.	
	Off	No device is connected to the Ethernet LAN port.
	Blue	A device is connected to the Ethernet LAN port.
	Blue Flashing	Data is being sent or received via the Ethernet LAN port.
	Off	No device is connected to the Ethernet WAN port.
	Blue	A device is connected to the Ethernet WAN port.
	Off	Wi-Fi™ is disabled on the modem.
	Blue	Wi-Fi™ is enabled.
	Blue Flashing	The modem is waiting for a WPS connection.
	Off	No VoIP service is configured.
	Blue	VoIP service is configured on this modem.
	Blue Flashing	The modem is attempting to connect to the configured VoIP service.

Logins and Passwords

The table below outlines the required username and password format for your Internet connection and Online Tools.

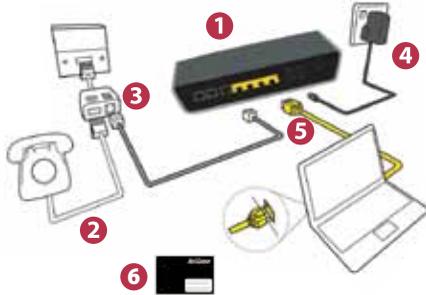
Use	Username	Password	What is it used for?	Example
Internet and Email	This is your main email address you requested at sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	This is the password you nominated during online sign-up. This can also be found on the confirmation email sent to you when you completed sign-up.	Your Internet username and password is a unique login for your ADSL or Naked DSL Service. This is also used to access your email from acnpacific.com.au .	Internet login: Username: smith@myacn.net.au Password: Abcdef123 For email login: Username: smith Password: Abcdef123
Modem Wi-Fi™	Your Wi-Fi™ username is your SSID provided on the wireless security card, found in the Netcomm Wireless box.	Your Wi-Fi™ password is your Wireless Security Key provided on the wireless security card, found in the Netcomm Wireless box.	Your Modem Wi-Fi™ username and password is required when you connect a device wirelessly to your modem.	Username: Wireless network name (SSID) Netcomm Wireless xxxx Password: Wireless security key (WPA-PSK): Vcxddhjreh
MyAccount	Your MyAccount Username is your 9 digit Customer ID Number which can be found on your first invoice.	Your MyAccount Password was created during the sign-up process.	Your my Account username and password enables you to log into MyAccount to manage your account.	Username: 100000000 Password: MagicBeans
NETCOMM Wizard	admin	admin	The Netcomm Wireless Wizard enables you to access & customise your settings - e.g.: change your Wi-Fi™ password.	The username and password is generic: Username: admin Password: admin

Use	Username	Password	What is it used for?	Example
Digital Phone Service (DPS)	Your DPS username is an 8 digit number which you will receive by email from ACN.	Your DPS password is a 4 digit number that you nominated at sign-up.	Your DPS username and password is your unique log-in for your DPS Service.	Username: 12345678 Password: 1234
Digital Phone Service Voicemail	No username is applicable.	Is the voicemail password you nominated during online sign-up. When you are activating your voicemail service you will be given the option to change this.	Your voicemail password or PIN is the unique 4 digit number required to set-up your voicemail service in MyAccount.	Password: 1234
ACN mobile Broadband stick and Wi-Fi™ devices (MBB)	No username is applicable.	This password is generic.	If you are connecting an MBB Stick or Wi-Fi™ device to the Modem Router you will be asked for the password or SP code.	Password or SP code: broadband

Equipment Set-up

Step 1 - Your Equipment

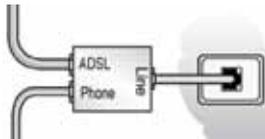
You will receive an email notification from ACN that your ADSL or Naked DSL service is active, please take the following equipment out of the box:



- 1 Netcomm Wireless NB16WW Modem Router
- 2 Phone Cable
- 3 ADSL Splitter
- 4 Power Adaptor
- 5 Ethernet Cable
- 6 Wireless Security Card

Step 2 - Connect Splitter (not required for Naked DSL)

Connect the supplied splitter directly to the telephone wall socket.



Step 3 - Connect Router

Connect the supplied grey telephone cable from the splitter's ADSL port to the grey ADSL port on the Netcomm Wireless device.



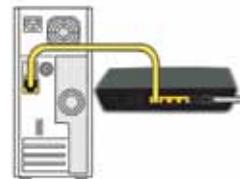
Step 4 - Connect Your Home Telephone (not required for Naked DSL)

Connect your telephone to the phone port on the splitter.



Step 5 - Connect Computer

Connect the supplied yellow Ethernet cable from the Modem Router's yellow LAN1 port to your computer's Ethernet port.



Step 6 - Connect Power

Connect the power adaptor to the router then plug it into an electrical outlet. Ensure the electrical outlet is powered on. Press the black power button at the back of the router to turn on the device.

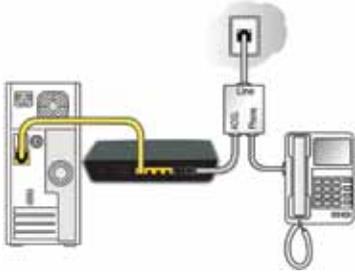


Step 7 - Connect Your DPS DECT handset (only required for DPS Customers)

If you have signed up for DPS connect your DECT Handset to the Telephone Port indicated by .



Step 8 - Check Installation



1. Once the Modem Router is connected to a power supply, the power LED will light up.
2. Once the telephone cable and splitter are connected, the ADSL LED will flash.
3. When the Ethernet cable is connected correctly, the corresponding LAN LED will light up.
4. The connection will establish in approximately one minute, the ADSL LED will cease flashing and after a few seconds turn solid blue.
5. Now open your web browser (e.g. Internet Explorer, Google Chrome, Firefox or Safari) and go to your favourite website.
6. You are now connected to the Internet. You can connect another 3 devices which have Ethernet ports such as gaming consoles, set-top boxes or home theatre systems, to LANs 2-4 using Ethernet cables.

Congratulations, you are now connected to the Internet.

Set-up Wi-Fi™ Connections (optional)

By default, Wi-Fi™ is turned on and is secured using Wi-Fi™ Protected Access (WPA2-PSK).

Please take note of your Wi-Fi™ Network Name (SSID also known as your Wi-Fi™ username) and Network Key (password) which are printed on the Wireless Security Card. You will need this information to connect wireless devices to your network. If you have forgotten your Wi-Fi™ password you are able to change this via the Netcomm Wireless Wizard - this is available on page 17. We recommend you store your Wi-Fi™ Network name and password in a secure location for future reference.



To connect Wi-Fi™ enabled devices (such as your laptop, mobile phone, tablet or gaming device) to the Internet ensure Wi-Fi™ on both devices is switched on. Scan for wireless networks in your area and connect to the network name that matches the Wireless Network Name on the Wireless Security Card.



When prompted for your wireless security key (password) enter the wireless security key on the card.



Wait approximately 30 seconds for the connection to establish.

Repeat for each device. Your Netcomm Wireless device can connect up to 4 devices simultaneously.

Your Wi-Fi™ devices should now be connected and you will be able to access the Internet via Wi-Fi™.

Troubleshooting

Quick tips

If you are unable to connect to the Internet try these quick tips:

Restart the Modem Router. Turn off the power, leave for 5 minutes and then turn the power and the Modem Router back on. Once the lights are on (refer to page 5), open your browser and attempt to connect to the Internet.

- Connect your Netcomm Wireless device directly to your computer via an Ethernet cable. Once the connection has established, log on to the Netcomm Wireless Smart Wizard at <http://192.168.1.1>. Click on ADSL and ensure your ADSL username and password have been entered correctly. Save your changes and let the Modem Router re-boot. This will take approximately one minute. The connection should now be established and authenticate. If you are still unsuccessful in establishing an ADSL connection please attempt step 2.
- Isolate the Netcomm Wireless device. Remove all equipment connected to the line (including your splitter, telephone and any other equipment) except your Modem Router. Restart the Modem Router and connect it to your computer via an Ethernet cable. Once the lights are on, try to connect to the Internet. If you are still unable to connect to the Internet remove your Ethernet cable and attempt to connect wirelessly through Wi-Fi™. (If you have a successful Wi-Fi™ connection you may have a malfunctioning Ethernet cable. In this case contact ACN Technical Support for further assistance.)

If you have attempted all of the above, have rebooted your computer and are still unable to connect to the Internet, please contact ACN Technical Support on 1300 881 778.

How to Set-up your Digital Phone Service (DPS)

Please refer to the email we sent you upon activation of your DPS service. This can also be found at acnpacific.com.au in the user guides section. If you require additional help, please contact Customer Service.

The following network phone features are configurable for your DPS via ACN MyAccount.

- **Find me (Simultaneous Ring or Hunt Me)** – Enables you to connect up to 3 phone services in a circuit. You can select to have all 3 phone numbers ring at the same time or your incoming call will call one number after another until the call is answered or terminated. Please note that call forwarding charges are applicable for this feature.
- **Call Forwarding** – Allows you to forward calls to another phone number when you are busy, unable to answer your phone or your service is unavailable. Alternatively an unconditional call forward can be set-up to forward your calls to a telephone number you nominate. Please note that call forwarding charges are applicable for this feature.
- **DND (Do Not Disturb) Mode** – All your calls will be forwarded to your voicemail. A white list can also be created to enable calls from telephone numbers you nominate to connect.
- **Voicemail** – Every DPS is enabled with its own voicemail service. To set up voicemail please follow '**How to Set Up my DPS Voicemail Service**' on page 14. **MyAccount** enables you to manage the following features – Retrieve voicemail messages, delete messages, enable email notification whenever a new voicemail message is left in your inbox, and change your voicemail password.

How to Set-up your DPS Voicemail Service

To set-up your voicemail service simply dial * 0 (star zero) from your DPS DECT handset, which will direct you to the voicemail server. Enter your 4 digit PIN number followed by the # key. Once you have entered the voicemail server the first step is to create a new PIN number. Once this has been completed continue to follow the prompts to complete the set-up of your mailbox. To be notified when a voicemail message has been left ACN recommends enabling email notification via MyAccount. Once your mailbox is set up, you can dial * 0 (star zero) to retrieve your voicemail messages.

DPS Troubleshooting

If your Internet is working but you are unable to make calls please turn the Netcomm Wireless device off for 30 seconds and then turn the device back on. Once the LED lights on the device are stable and you are able to browse the Internet, check to ensure that the telephone LED on the front panel is solid blue. If the telephone light is flashing blue this means the Modem Router is attempting to connect to the configured DPS service. If the telephone light does not turn solid blue, ensure the DECT handset is powered on, and try these quick tips:

1. If you are unable to make a call check your DPS status in the Netcomm Wireless Wizard and ensure that it is active and registered to your DECT handset. In order for you to check the status of your DPS you will need to log into the Netcomm Wireless Wizard (see page 17), and select the **'Status'** tab and check the VoIP status. If the service is registered on your modem you should see **'Registered'**. If the status of your DPS service is registered and still not functioning try setting up a different DECT handset.
2. If the DPS is not registered select **'Switch to VoIP/NAS View'** hover over **'SIP Domain'** and click on **'Service Domain'**. Check your DPS settings against 'Entering your Digital Phone Settings' on page 19. Ensure the correct username and password for your DPS has been entered and check that SIP Settings have been entered. Save any changes you have made to your device (some setting changes may cause your device to reboot and this can take 65 seconds). If your device reboots, wait for the LED lights on the device to stabilise and you are able to browse the Internet. Now try making a call to see if this has resolved your issue.

3. If not, try factory resetting the Modem Router and re-enter your ADSL broadband, DPS Account and SIP Settings. Please refer to **'How to manually reconfigure your ADSL and DPS via Netcomm Wireless Wizard'** on page 17.
4. If you have exhausted these troubleshooting steps and your DPS is still not allowing you to make calls please contact ACN Customer Service on 1300 881 778.

DECT Handsets

The Netcomm Wireless device supports any DECT handset which has been approved and carries the A-tick standard. The DECT handset must be connected to the modem via a standard telephone cable.

Mobile Broadband (MBB)

The Netcomm Wireless NB16WV Modem Router has a built in USB port compatible with connecting a 3G mobile broadband connection. This can be used as back up if your ADSL broadband service is not responding, if you have a line fault, or if you want to utilise your mobile broadband connection over Wi-Fi™.

To configure your 3G mobile broadband, log into the Netcomm Wireless Wizard and select **Mobile Broadband** from the main screen. This will display the mobile broadband configuration page.

How to connect to an ACN mobile broadband service

1. Select Australia from the Country drop down menu
2. Select 'Other' from the Service Provider List
3. When prompted for the ACN 'APN' enter **connect**
4. Save your changes

For a list of supported mobile broadband devices please refer to Australian ADSL and Naked DSL FAQs available at acnpacific.com.au/help-support.

Netcomm Wireless Wizard

The Netcomm Wireless Wizard is a web based configuration tool for your Netcomm Wireless NB16WV Modem Router.

To access the Netcomm Wireless Wizard you need to have your computer connected directly to the Modem Router via an Ethernet cable. The Netcomm Wireless Wizard allows you to change the configuration settings of your ADSL broadband and DPS. ACN does not recommend changing any of your pre-provisioned settings if you are a novice user except for the following settings that will keep your ADSL broadband connection secure and block unauthorised access to your network:

- Enable/Disable Wireless access
- Enable/Disable SSID broadcast
- Change your Wi-Fi™ username and password

For other settings please refer to the Full Netcomm Wireless Userguide available on our website at acnpacific.com.au/user-guides. ACN recommends that all other settings remain unchanged.

How to manually reconfigure your ADSL Broadband and DPS via the Netcomm Wireless Wizard

If you have factory reset your Netcomm Wireless device you will need to re-enter your ADSL broadband and DPS settings:

1. Connect your computer to your Modem Router via an Ethernet cable
2. Open an Internet browser (e.g. Internet Explorer, Firefox or Google Chrome) and type in the following **http://192.168.1.1** to the address bar followed by enter.
3. Enter the default username and password which is admin and admin respectively.

Entering your Broadband Service Settings

After you have factory reset your device you will see the First-Time Set-up Wizard page. Click on **'Yes, lets get started'** to start off the 5-step process.

Step 1: Select your Internet Connection Type

Please enter or select the following settings.

WAN Interface	ADSL
WAN Type	PPPoE
VPI	8
VCI	35
Username	Your MyACN email address you nominated during online sign-up
Password	Your MyACN email password you nominated during online sign-up

Click **'Next'** for Step 2.

Step 2: Configure your Wireless settings

If you would like to connect devices wirelessly on your network you need to **enable** SSID Broadcast.

Enter your preferred Wi-Fi™ network name (this will be the name that is displayed when you search for Wireless networks on your computer or other Wi-Fi™ enabled devices). Then click **'Next'** for Step 3.

Step 3: Change your Wi-Fi™ Password

To change your Wi-Fi™ password - ACN recommends you select **WPA-PSK / WPA2-PSK** as your Security Key type. Enter your preferred Security Key (password) for your Wireless connection. This will be the password used to connect Wireless devices to your network. This will replace the password key on your Wireless security card. If you want to keep the default password leave the 'desired password' and 'retype password' fields blank and click on **'Next'** to proceed to Step 4.

Step 4: Modem Router Security

This step enables you to change the username and password you use to access the Netcomm Wireless Wizard. If you wish to change your username and password we recommend you store this information in a safe location for future reference. If you do not wish to change this proceed by clicking **'Next'** to Step 5.

Step 5: Router Installation is Complete

This step requires you to review the information you have entered from Steps 1-4. If you are happy with your settings click **'Finish'**. Your Modem Router will reboot and save your ADSL broadband settings.

Once your Modem Router has rebooted, your Internet service should be up and running.

Entering your DPS Settings

To manually configure your DPS log in to the Netcomm Wireless Wizard.

Select **'Switch to VoIP/NAS View'**. Hover over **'SIP Settings'** and select **'Service Domain'**.

Your SIP settings and service domain can be found at the ACN User Guides and Manuals section on our website: acnpacific.com.au/user-guides.

Dial a number from your DPS DECT handset to check if the service settings are working. **Your VoIP settings are now provisioned.**

Once your DPS is provisioned you can now log into MyAccount to edit your required DPS phone features.

ACN Email Set-up Guide

Your primary email address will be the email address you requested during sign-up, e.g. **smith@myacn.net.au**. This can be found in the confirmation email we sent you after sign-up.

To access your email:

1. Open your browser and go to **mail.myacn.net.au**. It is helpful to bookmark this website for future reference.
2. At the login screen enter your username and password. If your username is **smith@myacn.net.au**, you will only be required to enter **"smith"**.

This will take you to your email account where you will be able to send and receive emails from your ACN email address.

If you wish to set-up your ACN email in Outlook please refer to our website: acnpacific.com.au/user-guides.

For all other email clients please refer to GoogleMail Documents for assistance: mail.google.com/support.

MyAccount

ACN provides you with the ability to view and manage your account online through **MyAccount**. You can:

- Change your ADSL broadband rate plan
- Relocate your ADSL broadband/DPS service to another address
- View any equipment orders you have placed
- View your ADSL broadband usage - this will show you how much of your Peak and Off-Peak data you have consumed in this billing cycle up until 30 minutes previously. (ACN also sends out courtesy email notifications at various intervals so you are aware of your usage and can manage accordingly.)
- Purchase ADSL broadband Top Up data
- Manage the available DPS Phone Settings
- Manage your DPS voicemail (retrieve voicemail messages, delete voicemail messages, enable email notification and change your voicemail password)

How To Access MyAccount

1. Visit **acnpacific.com.au** and click on MyAccount link at the top of the webpage.



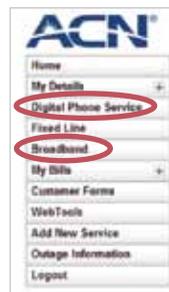
2. Select Australia, from here you will be redirected to the following page:



3. Enter the username and password that you selected when you set-up 'MyAccount', (or if this is your first time please select 'Not Registered' and follow the prompts to set up your account).
4. Once you have logged in the following page will be displayed.



5. Click on either Broadband or Digital Phone Service.



Add a Data Top Up for ADSL Broadband

If you have exhausted your Peak data allowance, you can purchase a Data Top Up.

To purchase a Data Top Up you will need to:

- Log into MyAccount and select Broadband, you will be redirected to the 'Manage My Broadband Services' page
- Click on View Usage and select 'Add Top Up'
- Select the Data Top Up bundle you would like and select 'Yes' when prompted "do you wish to proceed"
- This will appear on your next statement and you will have 60 days to use the additional data, if you exhaust your Data Top Up you are able to purchase additional Data Top Ups by repeating these steps

Dead-On-Arrival (DOA) and Early Life Failure (ELF)

We will arrange to replace your Netcomm Wireless NB16WV ADSL2+ VoIP Modem Router ("Product") if it fails within 30 days from the date of purchase. This period is called Dead on Arrival/Early Life Failure ("DOA/ELF"). Please refer to the Warranty Claims section to learn how to make a claim in these circumstances. If the device fails outside the DOA/ELF period, this is also covered in the Warranty section of this guide on pages 23-24.

Warranty

Subject to the conditions of this limited warranty ("Warranty"), ACN warrants your Netcomm Wireless NB16WV ADSL2+ VoIP Modem Router ("Product") to be free from defects in design, materials and workmanship at the time of its original purchase by you. The Warranty is valid for a period of 24 months ("Warranty Period") from the original date of purchase of the Product.

If during the Warranty Period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, ACN will either repair or replace, at our option, the Product in accordance with the conditions stipulated herein.

ACN reserves the right to charge a handling fee if a returned Product is found to not be under Warranty according to the conditions below.

Conditions

This Warranty does not cover mechanical damage caused by misuse, abuse, impact or accident or damage caused to the Product or damage caused by liquids, lightning, power surges (ACN recommends you obtain surge protection for your electricity supply), theft, or heat damage sustained from the stacking of electrical equipment on or in close proximity to the Product.

This Warranty does not cover you changing your mind about purchasing the Product. The Warranty is not transferable and does not cover any ACN services nor does the Warranty Period recommence upon receipt of any replacement unit sent to you by ACN. If you hack the firmware or software installed with the Product or if you tamper with security seals or remove any service covers on the equipment ACN will consider this Warranty voided. The Warranty does not cover any computer viruses obtained from your use of the Product or any ACN services. This Warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not ACN branded original accessories intended for use with this Product.

Equipment models may change over the course of this Warranty. It may be necessary for the replacement unit to be a refurbished unit, a different model, and/or from a different manufacturer. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. ACN confirms that any replacement Product sent to you will be of merchantable quality and functionally similar to the original Product supplied.

Warranty Claims

Should your Product fail within the DOA/ELF Period or the Warranty Period you will need to contact ACN's Customer Service Team on 1300 881 778 to describe the defect. ACN will then issue you with a prepaid return courier satchel for you to return the device for testing purposes. ACN will not be liable for any expenses you incur in relation to any DOA/ELF or Warranty Claim.

The return satchel is pre-labelled with our return address which is:

ACN Product Returns

Locked Bag 2145

NORTH SYDNEY NSW 2059

Please note that some of your personal settings, content and other information and stored data may be lost when the Product is repaired or replaced. Due to applicable law, other regulation or technical restrictions, ACN will not make a back-up copy of your information.

ACN does not take responsibility for any lost information of any kind and will not reimburse you for such loss. You should always make back-up copies of all the information stored on the Product before handing it in for repair or replacement.

You will need to comply with any other return procedures stipulated by ACN as published or explained at the time of the claim. If a defect exists and a valid claim under the Warranty is received by ACN after the first 14 days following the expiry of the Warranty Period, ACN is entitled to charge for any reasonable shipping and handling costs made in connection with the repair or replacement of the Product.

ACN respects your rights as a consumer. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Nothing contained in this Warranty shall be read or applied so as to exclude, restrict or modify the application of applicable provisions of Australian Consumer Law, including Consumer entitlements described in the Competition and Consumer Act (as amended), or any relevant State or Territory statute which by law cannot be excluded, restricted or modified.

To the extent that any such statute permits ACN to limit our liabilities to compensate or indemnify you or any other person for breach of an implied

guarantee, condition or warranty, our respective liabilities for such breach shall be limited to, at our option: (a) the replacement of the Product or the supply of an equivalent Product or payment of the cost of replacing the Product or acquiring an equivalent Product; or (b) the repair of the Product or payment of the cost of having the Product repaired.

Standard Form of Agreement

Important Customer Information: Your Rights and Obligations.

For the complete terms and conditions which apply to the supply of the Product and ACN services, and which set out your rights and obligations, please refer to ACN's Standard Form of Agreement (SFOA), available on our website acnpacific.com.au.

Further Information

For the latest rate plans, products and services visit **acnpacific.com.au**.

For further information about pricing, other services available from ACN, the ACN Opportunity or becoming an ACN Independent Business Owner (IBO), please visit **acnpacific.com.au**.

Contact Us

Email: enquiries@acnpacific.com.au

acnpacific.com.au

Customer Service: 1300 881 778

