

ARROW BUSINESS VOICE – BUSINESS LINES

INFORMATION ABOUT THE SERVICE

An Arrow Business Line Service is a business grade voice line. Arrow can deliver standard business phones lines on a choice of Australia's major network carriers.

INFORMATION ABOUT PRICING

MINIMUM TERM

Minimum 4 lines required at time of purchase, minimum term 36 months.

ACTIVATION / CONNECTION FEES

The following connection fees apply to Arrow's Business Line Voice products;

36 + Month Term - \$0.00

Option for 12 & 24 month contract terms are available and price does vary, please speak to your Arrow Sales representative on 1300 555 330 for more contract term options and pricing.

MONTHLY MINIMUM CHARGES

\$24.00 per month ex GST. Monthly Line Rental is billing for the month in advance. For example on the 16th day of the calendar month Arrow will bill you in advance for the billing period 16th – 15th day of each month.

STANDARD CALL CHARGES

Standard call charges are as follows:

Local Calls – 8c per call

National Calls – 5.5c per minute

Calls to Mobiles – 16.5c per minute

(2 minute National Mobile call will cost 33c)

*All call rates quoted are excluding GST

Calls made to international destinations and any other destination will be charged at Arrow's standard rates, for more information on other call types please contact your Arrow Sales representative.

ADDITIONAL CHARGES

Relocation Fees – When relocating an Arrow Business Line Voice service you will be subject to a relocation charge per line of \$150.00 ex GST.

EARLY TERMINATION CHARGES

If you cancel your service within the contract term Arrow will charge you the remaining months of the contract term.

OTHER INFORMATION

24/7 ONLINE USAGE MONITORING

You can monitor monthly usage profile by visiting www.arrowvoice.com.au.

Simply login to the Arrow 'My Account' Portal using your account number and password to view the current and historical usage profile. You will be issued with your logon details when you initially set up your service with Arrow Voice & Data.

WE'RE HERE TO HELP

If you have questions about your bill, technical support service or connection, please call us on 1300 305 094

Complaints or Disputes

If you need to make a complaint you can:

- ▶ Call 1300 305 794
- ▶ Call your Account Representative

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058

For full contact information go online at:

www.arrowvoice.com.au/terms/policies-and-procedures