

## **ARROW BUSINESS VOICE – ISDN 10 / 20 / 30 CONNECT**

### **INFORMATION ABOUT THE SERVICE**

An Arrow ISDN Connect Voice service is a business grade voice solution suitable for plugging directly to your Phone System. ISDN Connect comes with a varying number of both way voice lines and a block of telephone numbers specifically to allocating extension numbers across your office staff.

ISDN Connect comes in blocks of 10 lines, 20 lines or 30 lines. You may during the term of agreement increase the volume of lines.

### **INFORMATION ABOUT PRICING**

#### **HARDWARE**

Arrow will install a network termination device which plugs straight into your phone system. Arrow's ISDN Voice product is suitable only for digital Based phone systems, to check your phone system compatibility with your existing phone system please contact Arrow Sales on 1300 555 330. In all cases your phone system will require a PRI (Primary Rate Interface) card to work with Arrow's ISDN Connect product.

#### **MINIMUM TERM**

24 months.

#### **ACTIVATION / CONNECTION FEES**

The following connection fees apply to Arrow's ISDN Connect Voice products;

24 Month Term - \$0.00

36+ Month Term - \$0.00

#### **MONTHLY MINIMUM CHARGES**

Your monthly ISDN charges are based on the number of lines you choose, coupled with add-on services you also take (refer to additional charges section). In addition to monthly fees for Arrow's ISDN Connect products and any add-on features or benefits chosen you will be billed for Calls made from the service.

The following Monthly Line Rental fees are as follows; all prices below exclude GST.

ISDN 10 – 24 Mth - \$199.95 ex GST

ISDN 10 – 36 Mth - \$174.95 ex GST

ISDN 20 – 24 Mth - \$399.95 ex GST

ISDN 20 – 36 Mths - \$349.95 ex GST

ISDN 30 – 24 Mth - \$579.95 ex GST

ISDN 30 – 36 Mth - \$489.95 ex GST

Minimum Call Spend – You will be charged a minimum call spend per month per line/channel of \$15. For example if you have an ISDN Connect 10 your monthly minimum call spend will \$150 per month.

#### **STANDARD CALL CHARGES**

The following Call usage charges apply to the ISDN Voice product, although your Arrow your sales representative will assist to determine which call rates applies to your business;

##### **Tier 1**

Local Calls – 8c per call (no flagfall\*)

National Calls – 6c per minute (no flagfall\*)

Calls to mobiles\*\* – 17c per minute (no flagfall\*)

(2 minute National Mobile call will cost 34c)

##### **Tier 2**

Local Calls – 8c per call (no flagfall\*)

National Calls – 5.5c per minute (no flagfall\*)

Calls to mobiles\*\* – 16c per minute (no flagfall\*)

(2 minute National Mobile call will cost 32c)

##### **Tier 3**

Local Calls – 6c per call (no flagfall\*)

National Calls – 5c per minute (no flagfall\*)

Calls to mobiles\*\* – 15.5c per minute (no flagfall\*)

(2 minute National Mobile call will cost 31c)

\*Flagfall – Arrow does not charge a per call connection fee in addition to the call rates listed above

\*\*Calls to Mobiles are Australian mobile numbers only.

## CRITICAL INFORMATION SUMMARY

### ADDITIONAL CHARGES

**In-dial ranges or Number Blocks** are a mandatory add-on product to the ISDN Connect Voice Product. You must select one of the following options to be included with your lines; Prices are charged monthly and exclude GST

100 Number Block - \$44.80 ex GST

**Extension Level Billing** – Allows you to see view the call usage costs accrued per phone extension in your business - \$77 per month ex GST

**Emergency Re-direction Fee** – If you require Arrow to set up a call re-direction Fee within 4 hours a one-off charge of \$400 applies.

**Relocation Fees** – The following one-off ISDN Connect Voice relocation fees apply;

Relocation - \$2,000 if service is within the initial contract term selected

### EARLY TERMINATION CHARGES

If you cancel your service within the contract term Arrow will charge you the remaining months of the contract term. If you relocate to an area where coverage for Arrow's ISDN Connect Voice product does not exist early termination charges will apply

### OTHER INFORMATION

#### 24/7 ONLINE USAGE MONITORING

You can monitor monthly usage profile by visiting [www.arrowvoice.com.au](http://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](http://www.arrowvoice.com.au/terms/policies-and-procedures)