

ARROW BUSINESS VOICE – SIP VOICE LINES - 5 – 100 Lines

INFORMATION ABOUT THE SERVICE

An Arrow SIP Voice Service is a business grade voice solution suitable for customers seeking a robust ISDN replacement product. SIP Voice 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.

SIP Voice Lines come in blocks of 5 lines to 500 lines. You may during the term of agreement increase the volume of lines

INFORMATION ABOUT PRICING

HARDWARE

Arrow can supply SIP Voice lines to plug directly into a compatible IP-PBX system, or via a Cloud based PBX system, which can be supplied by Arrow at additional cost. Pricing quoted below excludes all hardware required to operate the service.

MINIMUM TERM

24 months.

ACTIVATION / CONNECTION FEES

SIP Voice activations fees are waived on 24+ month terms

MONTHLY MINIMUM CHARGES

Your monthly SIP Voice 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 SIP Voice products and any add-on features or benefits you choose you will be billed for calls made from the service. The following Monthly Line Rental fees are as follows; all prices exclude GST.

SIP VOICE 5 – \$35

SIP VOICE 10 - \$60

SIP VOICE 20 - \$100

SIP VOICE 30 - \$140

SIP VOICE 50 - \$250

SIP VOICE 100 - \$500

It is mandatory to take an in-dial Number Block which will form part of your minimum monthly charges, refer to price list in ‘Additional charges’

STANDARD CALL CHARGES

The following call usage charges apply to SIP VOICE product, through negotiation with your sales rep will determine call rate applies to your business;

Standard Call rates

Local Calls – 10c per call (no flagfall*)

National Calls – 8c per minute (no flagfall*)

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

(2 minute National Mobile call will cost 32c)

ADDITIONAL CHARGES

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

100 Number Block - \$40.00

50 Number Block - \$30.00

20 Number Block - \$22.00

10 Number Block - \$11.00

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

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