

## ARROW BUSINESS BROADBAND – FIBRE 200 & 500 ETHERNET BROADBAND

### INFORMATION ABOUT THE SERVICE

An Arrow Ethernet Broadband service is symmetrical high-performance business grade connection to the internet.

The Fibre 200/500 service provides symmetrical download and upload speeds, in addition to unlimited monthly data usage.

#### MINIMUM TERM

24 & 36 Month options available.

### INFORMATION ABOUT PRICING

#### HARDWARE

Arrow will install a network termination device with an RJ45 Handoff which is directly plugged into your modem/router. Arrow can source and supply Ethernet modem/routers for an additional cost. Pricing varies, as does configuration costs which can be quoted by your Arrow sales representative.

#### ACTIVATION / CONNECTION FEES

The following one-off connection fees apply::

36 Months - \$2,750 ex GST

You may choose to take the free connection option, however this comes with a higher monthly cost. 24 Month terms are available; please contact Arrow to discuss further.

#### MONTHLY MINIMUM CHARGES

##### a) Upfront Connection fee - \$2,750 ex GST

36 Months 200/200Mbps + Unlimited Data - \$399

36 Months 500/500Mbps + Unlimited Data - \$519

##### b) FREE Connection Option

36 Months 200/200Mbps + Unlimited Data - \$569

36 Months 500/500Mbps + Unlimited Data - \$819

#### UNMETERED / UNLIMITED PLANS

The following Unmetered / Unlimited plans are also available; these plans include the speed and data usage. These plans are subject to the Arrow Voice & Data acceptable use policy detailed at [www.arrowvoice.com.au/terms](http://www.arrowvoice.com.au/terms).

#### 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 a new premise where Arrow does not have coverage early termination charges will apply.

### OTHER CHARGES

#### RELOCATIONS

Relocations within the same building will require you to pay additional cabling fees at the time of relocation. This can only be quoted following a site survey being completed.

Relocations to a new premise where fibre is available will attract a once off \$4,000 ex GST fee for re-installation, unless you are within the last 6 months of your original term of agreement

Relocations to a new premise where fibre is not available, you will be charged an early termination fee of the Monthly fee multiplied by the remaining months of the original term of agreement.

#### ORDER WITHDRAWAL

Order withdrawal fees apply, prior to any physical installation being completed an order withdrawal fee of \$400 ex GST will apply. After the physical installation, but prior to service being active, an order withdrawal fee of \$4,000 ex GST will apply.

If you require Arrow to perform a service modification request the standard charge is \$200 per modification request.

Additional IP addresses – If you require additional IP addresses the following monthly fees apply, 1 x usable address comes included in your standard monthly fee, ex GST;

1 x useable IP – Included free per month

4 x useable IP – \$20 per month ex GST

8 x useable IP – \$30 per month ex GST

**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)