

## ARROW MOBILE BROADBAND

### INFORMATION ABOUT THE SERVICE

Arrow Mobile Broadband plans provide you with access to the Optus 4G Network. Arrow's Mobile Broadband plans are available to 97% of the Australian population coverage area.

### INFORMATION ABOUT PRICING

#### MINIMUM TERM

12 Months

#### ACTIVATION / CONNECTION FEES

\$0 Activation fee for all Sim card varieties on a 12 month term.

\$149.95 ex GST once-off fee applies for a USB Dongle, if required.

#### MONTHLY MINIMUM CHARGES

The minimum monthly charge is based on the plans selected below.

2GB Plan - \$20 per Month ex GST – Cost per Megabyte - \$0.01

6GB Plan - \$40 per Month ex GST – Cost per Megabyte - \$0.00666

12GB Plan - \$75 per Month ex GST – Cost per Megabyte - \$0.00625

#### ADDITIONAL CHARGES – EXCESS DATA

**Excess data usage** – You will be charged the rate of \$0.03 per MB beyond your set monthly allowance.

After you reach 1GB (1000 megabytes) over and above your monthly allowance your service will be speed shaped to deter further use. You can call our support team on 1300 305 794 for assistance to increase your plan limits.

#### 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](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)