

ARROW BUSINESS BROADBAND – NBN 50/20Mbps + 100/40Mbps Plans

INFORMATION ABOUT THE SERVICE

This is a fixed broadband service which delivers high-speed broadband to you premises.

Arrow's NBN service is delivered via fibre directly to your premises, or to the local telecommunications node, or directly to the basement of multi-dwelling buildings.

The NBN service speeds are based on an 'up to' scenario where they may not achieve the speeds

MINIMUM TERM

12 months. For discounted connection costs, or free connections we provide extended term options of 24 & 36 months.

INFORMATION ABOUT PRICING

HARDWARE

Arrow will supply a pre-configured business grade NBN modem with the costs varying based on the contract term nominated by you. Arrow can supply a modem at the following prices;

Modem Fees

12 Month Term - \$99.95 ex GST

24 Month Term - \$49.95 ex GST

36 Month Term - \$0.00

Arrow will bill you any associated Modem costs on the 1st Bill following the activation of the service.

ACTIVATION / CONNECTION FEES

The following connection fees apply to Arrow's NBN Service;

12 Month Term - \$175.00 ex GST

24 Month Term - \$0.00 ex GST

36 Month Term - \$0.00 ex GST

These prices are based on a self-installation, Arrow will configure a plug and play modem. For a professional installation/site visit the following charges apply;

12 Month Term - \$450.00 ex GST

24 Month Term - \$350.00 ex GST

36 Month Term - \$250.00 ex GST

MONTHLY MINIMUM CHARGES

The following Monthly Plan fees are as follows, and all prices below exclude GST.

100Mbps/40Mbps + 1000GB Plan - \$140.00 ex GST

50Mbps/20Mbps + 500GB Plan - \$130.00 ex GST

DATA CHARGES IN AUSTRALIA

Data is measured in Megabytes and Gigabytes, with 1000 Megabyte equaling 1GB for the purposes of billing, and 1000GB equaling 1TB (Terabyte)

Usage is charged at \$0.08 per GB within the 100Mbps/40Mbps + 1000GB plan.

ADDITIONAL USAGE CHARGES

Additional usage charges apply for exceeding your monthly data usage allowance, the charge is \$0.50 per Gigabyte used. Arrow will notify via e-mail, the primary account holder and any nominated recipient provided by you when your monthly data allocation achieves 50%, 85% and 100% of your allowance. Upon receipt of these warning notifications we invite you to call our customer support team who will help to facilitate a plan increase prior to our next monthly bill run.

EARLY TERMINATION CHARGES

If you cancel your service within the contract term Arrow will charge you the remaining months of the contract. If you relocate to a new premise where Arrow does not have coverage early termination charges will apply.

OTHER CHARGES

Arrow will charge a service relocation fee of \$150 per service. Should you choose to re-start your contract term the standard connection charges based on contract term chosen will apply. See Activation / Connection fees details above.

Additional IP addresses – Each NBN service is provisioned with a static IP Address, additional IP addresses are available upon request and are charged at \$10 per IP address.

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