



Keep in touch with those that matter most.

## With Arrow's Phone & Internet Plans

### Who are Arrow Voice & Data?

Arrow Voice & Data are a telecommunications provider with over 15 years experience and thousands of happy customers. We pride ourselves on our customer service which is 100% Australia based.

*No Call Centres, Just Personal Service!*

### Phone & Internet Plans

Keep connected with loved ones and have unlimited internet access with our custom plans for **BaptistCare residents**.

We offer phone only, internet only or phone and internet bundles.

### What you get:

- ✓ Brand new plug-and-play phone
- ✓ New phone number or we may be able to use your existing phone number
- ✓ Super low call rates
- ✓ UNLIMITED internet usage

### How Do I get started?

#### STEP 1

Resident representative to collect forms:  
1) Plan Select 2) Direct Debit 3) Porting (Optional)  
Available from: [www.arrowvoice.com.au/baptistcare](http://www.arrowvoice.com.au/baptistcare)

#### STEP 2

Fill out the above forms

#### STEP 3

Email, fax or post forms to Arrow:  
[info@arrowvoice.com.au](mailto:info@arrowvoice.com.au) 1300 666 079  
6/66 Clarence Street, Sydney NSW 2000

*It's that simple!*



**1300 205 966**

Official supplier for  
BaptistCare residents

**ARROW**

# Phone & Internet Plan Details

## BaptistCare Residents – Phone & Internet Plans (ex GST)

Plan Name	Monthly Charge	Local Calls (Untimed)	National Calls (Untimed)	Mobile Calls (Per Min)	PLAN CODE
Phone & Internet Bundle	\$52.00	\$0.08	\$0.08	\$0.16	BTCPB001
Internet Only	\$30.00	N/A	N/A	N/A	BTCBO002
Phone Only	\$40.00	\$0.10	\$0.10	\$0.18	BTCPO003

- All pricing quoted is exclusive of GST
- Broadband Service includes unlimited internet usage
- Calls to 13/1300 numbers are charged at 40c ex GST
- E-mail billing is our default option, paper printed bills are available, which attracts a \$4 per month ex GST charge
- Bills are issued monthly, on the 16th of every month, or next business day if 16th is a weekend or public holiday in . Monthly Service charges (Phone & Broadband) are billed in advance, with call usage billed in arrears

## BaptistCare Residents – Additional Charges (ex GST)

Additional Charge	Charge	Charge Frequency	Comments
Phone and/or Broadband Setup Fee – 12 Month Term	\$69.00	Once-off	\$69.00 Setup Fee applied to 12 month terms, 24 or 36 months Setup fee is FREE
Number Porting – Bring your current number with you	\$49.00	Once-off	Arrow can 'Port in' your existing residential phone number to your new Baptist Care residence
Cancellation Fee A (Early Termination Charge)	\$99.00	Once-off	If you cancel your Phone and/or Broadband service with 3 – 12 Months remaining on your term

Note: You will receive your final invoice one week after notice of termination.