

ARROW BUSINESS BROADBAND – FIBRE 400 ETHERNET BROADBAND

INFORMATION ABOUT THE SERVICE

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

The Fibre 400 service provides up to 400mbps of download and 400mbps of available upload speeds, in addition to unlimited 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;;

24 Months - \$1,999 ex GST

36 Months - \$1,999 ex GST

MONTHLY MINIMUM CHARGES

24 Months 400/400Mbps + Unlimited Data - \$499

36 Months 400/400Mbps + Unlimited Data - \$399

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.

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;

/30 - \$8 per month (1 Useable IP Address)

/29 - \$16 per month (5 Useable IP Addresses)

*/28 & /27 will require justification prior to ordering

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