

ARROW BUSINESS BROADBAND – ETHERNET BROADBAND

INFORMATION ABOUT THE SERVICE

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

MINIMUM TERM

24 months.

INFORMATION ABOUT PRICING

HARDWARE

Arrow will install a network termination device with an RJ45 Handoff which is directly plugged into your modem/router. Arrow does not supply the modem/router as part of the service however 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 to Arrow's Ethernet Service;

24 Months - \$500 ex GST

36 Months - \$0.00

MONTHLY MINIMUM CHARGES

Your monthly Ethernet Broadband charges are based on two factors, the broadband speed required and a monthly broadband usage allowance in GB's (Gigabytes)

The following Monthly connection fees are as follows; and the pricing listed below covers the monthly speed only, all prices below exclude GST.

10/10Mbps + Unlimited Special Data - \$299

10/10Mbps + 500GB - \$399

10/10Mbps + 750GB \$499

10/10Mbps + 1000GB \$599

10/10Mbps + 2000GB \$699

20/20Mbps + Unlimited Special Data - \$399

20/20Mbps + 500GB - \$499

20/20Mbps + 750GB \$599

20/20Mbps + 1000GB \$699

20/20Mbps + 2000GB \$799

30/30Mbps + 500GB - \$699

30/30Mbps + 750GB \$799

30/30Mbps + 1000GB \$899

30/30Mbps + 2000GB \$999

40/40Mbps + 500GB - \$749

40/40Mbps + 750GB \$849

40/40Mbps + 1000GB \$949

40/40Mbps + 2000GB \$1,049

50/50Mbps + 500GB - \$799

50/50Mbps + 750GB \$899

50/50Mbps + 1000GB \$999

50/50Mbps + 2000GB \$1,099

60/60Mbps + 500GB - \$849

60/60Mbps + 750GB \$949

60/60Mbps + 1000GB \$1,049

60/60Mbps + 2000GB \$1,149

80/80Mbps + 500GB - \$899

80/80Mbps + 750GB \$999

80/80Mbps + 1000GB \$1,099

80/80Mbps + 2000GB \$1,199

100/100Mbps + 500GB - \$949

100/100Mbps + 750GB \$1,049

100/100Mbps + 1000GB \$1,149

100/100Mbps + 2000GB \$1,249

"Up To" 10/10 – 4-Wire + Unlimited - \$249

"Up To" 10/10 – 4-Wire + Unlimited - \$349

"Up To" 10/10 – 4-Wire + Unlimited - \$499

MONTHLY MINIMUM CHARGES – DATA USAGE

ADDITIONAL USAGE CHARGES

Additional usage charges apply for exceeding your monthly data usage allowance, the charge is \$1.50 per Gigabyte (1GB) 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 monthly bill run.

DATA CHARGES IN AUSTRALIA

Data is measured in Megabytes and Gigabytes, with 1000 megabyte equaling 1GB for the purposes of billing. 1,000 Gigabytes equals 1 Terabyte of data.

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

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 - \$32 per month (13 Useable IP Addresses)

/27 - \$64 per month (29 Useable IP Addresses)

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

“Up To” Ethernet services attract a \$10 per month charge for each additional usable IP addresses.

OTHER INFORMATION

24/7 ONLINE USAGE MONITORING

In addition to Arrow e-mailing data usage notification when your monthly usage allocation reaches 50%, 85% and 100% you can monitor monthly usage profile by visiting

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