

ARROW BUSINESS VOICE – SIP FOCUS VOICE 5, 10, 15 & 20

INFORMATION ABOUT THE SERVICE

An Arrow SIP Voice Service is a business grade voice solution suitable for customers seeking a robust ISDN replacement product. SIP Voice comes with a varying number of “both way voice lines” and a block of telephone numbers specifically to allocating extension numbers across your office staff.

SIP Voice Lines come in blocks of 5 lines, 10 lines, 15 lines or 20 lines. You may during the term of agreement increase the volume of lines however the limit of lines supplied is 20 lines

INFORMATION ABOUT PRICING

HARDWARE

Arrow will install a network termination device which plugs straight into your phone system. Arrow's SIP Voice product is suitable only for IP Based phone systems, to check your phone system compatibility with your existing phone system please contact Arrow Sales on 1300 555 330. In some cases non-IP based phone systems can be upgraded to support Arrow's SIP Voice products.

MINIMUM TERM

24 months.

ACTIVATION / CONNECTION FEES

The following connection fees apply to Arrow's SIP Voice products;

24 Month Term - \$200 ex GST

36+ Month Term - \$0.00

MONTHLY MINIMUM CHARGES

Your monthly SIP Voice charges are based on the number of lines you choose, coupled with add-on services you also take (refer to additional charges section). In addition to monthly fees for Arrow's SIP Voice products and any add-on features or benefits you choose you will be billed for calls made from the service. The following Monthly Line Rental fees are as follows; all prices exclude GST.

SIP FOCUS 5 – 24Mths – \$125

SIP FOCUS 5 – 36Mths – \$115

SIP FOCUS 5 – 48Mths – \$105

SIP FOCUS 10 – 24Mths – \$165

SIP FOCUS 10 – 36Mths – \$135

SIP FOCUS 10 – 48Mths – \$115

SIP FOCUS 15 – 24Mths – \$195

SIP FOCUS 15 – 36Mths – \$175

SIP FOCUS 15 – 48Mths – \$155

SIP FOCUS 20 – 24Mths – \$245

SIP FOCUS 20 – 36Mths – \$225

SIP FOCUS 20 – 48Mths – \$205

It is mandatory to take an in-dial Number Block which will form part of your minimum monthly charges, refer to price list in 'Additional charges'

STANDARD CALL CHARGES

The following call usage charges apply to SIP Focus product, through negotiation with your sales rep will determine call rate applies to your business;

Tier 1

Local Calls – 10c per call (no flagfall*)

National Calls – 8c per minute (no flagfall*)

Calls to mobiles** - 20c per minute (no flagfall*)

(2 minute National Mobile call will cost 40c)

Tier 2

Local Calls – 9c per call (no flagfall*)

National Calls – 7c per minute (no flagfall*)

Calls to mobiles** - 18c per minute (no flagfall*)

(2 minute National Mobile call will cost 36c)

Tier 3

Local Calls – 8c per call (no flagfall*)

National Calls – 6c per minute (no flagfall*)

Calls to mobiles** - 17c per minute (no flagfall*)

(2 minute National Mobile call will cost 34c)

ADDITIONAL CHARGES

In-dial ranges or Number blocks are a mandatory add-on product to the SIP Voice lines. You must select one of the following options to be included with your lines; Prices are charged monthly and exclude GST

100 Number Block - \$44.80

50 Number Block - \$30.00

10 Number Block - \$20

Extension Level Billing – Allows you to see view the call usage costs accrued per phone extension in your business - \$30 per month ex GST

SIP Upgrade Modification Fee – If you increase your SIP Voice line package you will be charged a one-off fee of \$150.

Planned Re-direction Fee – If you require Arrow to set up a call re-direction service for your SIP Voice product a once off charge of \$250 applies. Process to set up takes 5 business days.

Emergency Re-Direction Fee – If you require Arrow to set up a call re-direction Fee within 4 hours a one-off charge of \$450 ex GST

Relocation Fees – The following one-off SIP Voice relocation fees apply;

Metro areas - \$1,150.00

Regional areas - \$1,750.00

When relocating an Arrow SIP Voice service in addition to paying a service relocation fee you must re-start the minimum contract term of 24 months at your new premises.

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.

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