

ARROW BUSINESS VOICE – ISDN 2 /10 / 20 / 30 BUSINESS SAVER

INFORMATION ABOUT THE SERVICE

An Arrow ISDN Business Saver Voice service is a business grade voice solution suitable for plugging directly to your Phone System. ISDN 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.

ISDN Connect comes in blocks of 2 lines, 10 lines, 20 lines or 30 lines. You may during the term of agreement increase the volume of lines. You can purchase multiple ISDN 2 services up to the point of 4 services which is equal to 8 voice lines.

INFORMATION ABOUT PRICING

HARDWARE

Arrow will install a network termination device which plugs straight into your phone system. Arrow's ISDN Voice product is suitable only for digital Based phone systems, to check your phone system compatibility with your existing phone system please contact Arrow Sales on 1300 555 330. In all cases your phone system will require a PRI (Primary Rate Interface) card to work with Arrow's ISDN Business Saver product.

MINIMUM TERM

24 months.

ACTIVATION / CONNECTION FEES

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

24 Month Term - \$0.00

36+ Month Term - \$0.00

MONTHLY MINIMUM CHARGES

Your monthly ISDN 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 ISDN Business Saver product and any add-on features or benefits chosen, you will be billed for Calls made from the service.

The following Monthly Line Rental fees are as follows; all prices below exclude GST.

ISDN 2 – 24 Mth - \$55.00 ex GST

ISDN2 – 36 Mth - \$50.00 ex GST

ISDN 10 – 24 Mth - \$260.00 ex GST

ISDN 10 – 36 Mth - \$250.00 ex GST

ISDN 20 – 24 Mth - \$520.00 ex GST

ISDN 20 – 36 Mths - \$500.00 ex GST

ISDN 30 – 24 Mth - \$750.00 ex GST

ISDN 30 – 36 Mth - \$700.00 ex GST

STANDARD CALL CHARGES

The following Call usage charges apply to the ISDN Business Saver Voice products, although your Arrow your sales representative will assist to determine which call rates applies to your business;

Tier 1

Local Calls – 5c per call (no flagfall*)

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

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

(2 minute National Mobile call will cost 36c)

Tier 2

Local Calls – 4c per call (no flagfall*)

National Calls – 5.5c per minute (no flagfall*)

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

(2 minute National Mobile call will cost 34c)

Tier 3

Local Calls – 3c per call (no flagfall*)

National Calls – 5c per minute (no flagfall*)

Calls to mobiles** – 16c per minute (no flagfall*)

(2 minute National Mobile call will cost 32c)

*Flagfall – Arrow does not charge a per call connection fee in addition to the call rates listed above

**Calls to Mobiles are Australian mobile numbers only.

ADDITIONAL CHARGES

In-dial ranges or Number Blocks are a mandatory add-on product to the ISDN Business Saver Product with the exception of the ISDN 2 service. You must select one of the following options to be included with your lines; Prices are charged monthly and

exclude GST

100 Number Block - \$40.00 ex GST

Extension Level Billing – Allows you to see view the call usage costs accrued per phone extension in your business - \$77 per month ex GST

Emergency Re-direction Fee – If you require Arrow to set up a call re-direction Fee within 4 hours a one-off charge of \$400 applies.

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

ISDN 2 – Calling Number Display - \$7.70 per ISDN 2 service purchased.

ISDN 2 – GDN – Group Directory Number - \$3.30 per ISDN 2 service purchased.

ISDN 10/20/30 – Calling Number Display - \$15.40 per ISDN 2 service purchased.

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 an area where coverage for Arrow's ISDN Business Saver Voice product does not exist early termination charges will apply

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.

► 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

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**