

ARROW BUSINESS BROADBAND – ADSL 2+ Annex A

INFORMATION ABOUT THE SERVICE

This is a fixed broadband service which delivers high-speed broadband via a traditional phone line.

Arrow's ADSL 2+ is a best effort service which requires a basic telephone connection (phone line) to operate. It can deliver broadband speeds up to 24Mbps Download and 1Mbps Upload. Actual speeds achieved will vary based on the quality of copper lines into your premises and the distance from your local telephone exchange. Speeds are not guaranteed.

MINIMUM TERM

12 months. Arrow can provide Temporary ADSL 2+ services chargeable on a month to month basis, note Pricing will vary.

INFORMATION ABOUT PRICING

HARDWARE

Arrow will supply a pre-configured business grade ADSL 2+ modem with the costs varying based on the contract term nominated by you. Arrow can supply a modem at the following prices;

WiFi Modem

12 Month Term - \$99.95 ex GST

24 Month Term - \$49.95 ex GST

36 Month Term - \$0.00

Arrow will bill you any associated Modem costs on the 1st Bill following the activation of the service.

ACTIVATION / CONNECTION FEES

The following connection fees apply to Arrow's ADSL 2+ Service;

12 Month Term - \$150.00 ex GST

24 Month Term - \$49.00 ex GST

36 Month Term - \$0.00

MONTHLY MINIMUM CHARGES

The following Monthly Plan fees are as follows, and all prices below exclude GST.

Unmetered Plan - \$79.95 – "Special"

ADDITIONAL USAGE CHARGES

Additional usage charges do not apply on the unmetered usage plan.

EARLY TERMINATION CHARGES

If you cancel your service within the contract term Arrow will charge you the remaining months of the contract. If you relocate to a new premise where Arrow does not have coverage early termination charges will apply.

OTHER CHARGES

Arrow will charge a service relocation fee of \$150 per service. Should you choose to re-start your contract term the standard connection charges based on contract term chosen will apply. See Activation / Connection fees details above.

Arrow will charge a \$35 fast churn charge on 12 month contracts only, for 24 & 36 month terms this charge is waived. Fast churn is an industry process allowing broadband providers the ability to swap providers within 5 days where existing services are in place.

Additional IP addresses – Each ADSL 2+ service is provisioned with a static IP Address, additional IP addresses are available upon request and are charged at \$10 per IP address on the Telstra Network or \$8 on the AAPT network

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