

## ARROW BUSINESS VOICE – SIP VOICE LINES - 5 – 100 Lines

### 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 to 500 lines. You may during the term of agreement increase the volume of lines

### INFORMATION ABOUT PRICING

#### HARDWARE

Arrow can supply SIP Voice lines to plug directly into a compatible IP-PBX system, or via a Cloud based PBX system, which can be supplied by Arrow at additional cost.

#### MINIMUM TERM

24 months.

#### ACTIVATION / CONNECTION FEES

SIP Voice activations fees are waived on 24+ month terms

#### 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 VOICE 5 – \$35

SIP VOICE 10 - \$60

SIP VOICE 20 - \$100

SIP VOICE 30 - \$140

SIP VOICE 50 - \$250

SIP VOICE 100 - \$500

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 VOICE product, through negotiation with your sales rep will determine call rate applies to your business;

#### Standard Call rates

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

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

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

(2 minute National Mobile call will cost 32c)

#### 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 - \$40.00

50 Number Block - \$30.00

20 Number Block - \$22.00

10 Number Block - \$11.00

#### 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

#### 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](http://www.arrowvoice.com.au/terms/policies-and-procedures)