

ARROW BUSINESS BROADBAND – ETHERNET BROADBAND

INFORMATION ABOUT THE SERVICE

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

Provided in two forms, a service dedicated to delivering the full quota of broadband speed, and a viable alternative with speeds 'up to 10mb'.

MINIMUM TERM

24 Months – Connection fees apply

36 Months – Free Connection

INFORMATION ABOUT PRICING

HARDWARE

Arrow will install a network termination device with an RJ45 Handoff which is directly plugged into your modem/router. 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 - \$1,000 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 charges;

10/10Mbps + Unlimited Special Data - \$399

20/20Mbps + Unlimited Special Data - \$499

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

"Up To" 10/10 – 6-Wire + Unlimited - \$309

"Up To" 20/20 – 8-Wire + Unlimited - \$349

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.

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