

ARROW BUSINESS BROADBAND – ADSL 2+ Annex A

INFORMATION ABOUT THE SERVICE

This is a fixed broadband service which delivers high-speed broadband via a choice of 3rd party carriers.

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 Netgear or Billion ADSL 2+ modem with the costs varying based on the contract term nominated by you. Arrow can supply a standard or enhanced modem at the following prices;

Standard WiFi Modem

12 Month Term - \$99.95 ex GST

24 Month Term - \$49.95 ex GST

36 Month Term - \$0.00

Enhanced WiFi Modem

12 Month Term - \$149.95 ex GST

24 Month Term - \$99.95 ex GST

36 Month Term - \$49.95 ex GST

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

Your monthly ADSL 2+ charges are based on the plan nominated by you, each with an allocation of monthly download data usage in gigabytes (GB's). Uploaded data usage is NOT counted against your monthly data allocation. You may increase your data plan at any time during the contract term. Your monthly data usage period starts on the 13th day of each calendar month running up to, and including the 12th day of each month.

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

Pay as you go Plan - \$49.95 p/mth + \$1.95 p/GB)

10GB Plan - \$59.95 (\$1.00 per GB)

25GB Plan - \$64.95 (\$0.60 per GB)

50GB Plan - \$69.95 (\$0.40 per GB)

100GB Plan - \$79.95 (\$0.30 per GB)

150GB Plan - \$89.95 (\$0.27 per GB)

200GB Plan - \$99.95 (\$0.25 per GB)

500GB Plan - \$139.95 (\$0.18 per GB)

Unmetered Plan - \$159.95 – Telstra Network

Unmetered Plan - \$79.95 – AAPT Network "Special"

ADDITIONAL USAGE CHARGES

Additional usage charges apply for exceeding your monthly data usage allowance, the charge is \$0.25 per Megabyte used. Arrow will notify via e-mail, the primary account holder and any nominated recipient provided by you when your monthly data allocation achieves 75%, 85% & 100% of your allowance. Upon receipt of these warning notifications we invite you to call our customer support team who will help to facilitate a plan increase prior to our monthly bill run.

DATA CHARGES IN AUSTRALIA

Data is measured in Megabytes and Gigabytes, with 1000 Megabyte equaling 1GB for the purposes of billing.

CRITICAL INFORMATION SUMMARY

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

OTHER INFORMATION

24/7 ONLINE USAGE MONITORING

In addition to Arrow e-mailing data usage notification when your monthly usage allocation reaches 50%, 85% & 100% you can monitor your 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 your 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