ARROW
VOICE & DATA

ARROW BUSINESS BROADBAND – Wireless Ethernet Broadband

INFORMATION ABOUT THE SERVICE

An Arrow Wireless Ethernet Broadband service is a symmetrical high-performance, business grade connection to the internet. Wireless Ethernet services are a suitable alternative to customers who cannot access Arrow's range of terrestrial services due to network coverage.

MINIMUM TERM

24 months.

INFORMATION ABOUT PRICING

HARDWARE

Arrow will install a network termination device with a RJ45 Handoff which is directly plugged into your modem/router. Arrow does not supply the modem/router as part of the service however 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 rep. A wireless antenna will be installed on your premise rooftop to collect the wireless broadband signal.

ACTIVATION / CONNECTION FEES

The following one-off connection fees apply to Arrow's Wireless Ethernet Service;

1Mbps – 8mbps Services

24 Month Term - $750.00 ex GST

36 Month Term - $600.00 ex GST

10Mbps + Services

24 Month Term - $1,750.00 ex GST

36 Month Term - $1,250.00 ex GST

MONTHLY MINIMUM CHARGES

Your monthly Wireless Ethernet Broadband 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 of each month.

The following Monthly connection fees are as follows; this includes a data usage bundle, all prices below exclude GST.

1/1 Mbps Speed + 10GB - $215.00

2/2 Mbps Speed + 10GB - $260.00

4/4 Mbps Speed + Unmetered Data - $630.00

6/6 Mbps Speed + 50GB - $530.00

6/6 Mbps Speed + Unmetered Data - $990.00

8/8 Mbps Speed + 50GB - $660.00

10/10 Mbps Speed + Unmetered Plan - $1,650

20/20 Mbps Unmetered Plan - $1,500

ADDITIONAL USAGE CHARGES

Additional usage charges apply for exceeding your monthly data usage allowance, the charge is $0.07 per Megabyte (1MB) used. Arrow will notify via e-mail the primary account holder and any nominated recipient provided by you when your monthly data allocation achieves both 50, 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.

UNMETERED / UNLIMITED PLANS

Unmetered / Unlimited Ethernet Broadband plans do not have a monthly usage limit applied to the service. Unmetered / Unlimited plans are subject to Arrow's acceptable use policy which can be viewed 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

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charges will apply.

OTHER CHARGES

Arrow will charge a service relocation fee of $150 per service. If your contract term has expired standard activation / connection fees will apply.

If you require Arrow to perform a service modification request the standard charge is $150 per modification request.

Additional IP addresses – If you require additional IP addresses the following monthly fees apply, ex GST;

$10 Per useable IP address

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 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.

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