

ARROW BUSINESS BROADBAND – Web Domain & E-mail

INFORMATION ABOUT THE SERVICE

This is a web site domain name hosting service and e-mail hosting service provided by Arrow via a 3rd party hosting provider.

MINIMUM TERM

12 months.

INFORMATION ABOUT PRICING

ACTIVATION / CONNECTION FEES

\$49.95 ex GST set up fee applies

MONTHLY MINIMUM CHARGES

Your monthly Web & E-mail hosting charges are based on the plan nominated by you.

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

- Arrow Web Hosting Pro - \$44.95 ex GST
- Arrow Email Hosting Pro - \$35.95 ex GST
- Arrow Email Hosting - \$19.95 ex GST

PLAN INCLUSIONS

Arrow Web Hosting Pro:

1 x Domain Name Hosting Service
500mb of disk Storage Space
1GB of data usage transfer per month
Up to 500 e-mail Boxes

Arrow Email Hosting Pro:

1 x Domain Name Hosting Service
200mb of disk Storage Space
500mb of data usage transfer per month
Up to 200 e-mail Boxes

Arrow Email Hosting:

1 x Domain Name Hosting Service
100mb of disk Storage Space
250mb of data usage transfer per month

Up to 100 e-mail Boxes

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.

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