

# Billing, Payment Information and Spend Management Tools

You can find a summary of Arrows billing and payments process here, including information on customer Bill formats, Bill delivery methods, Charges, Billing options, Billing period, and Bill payment methods. You can also find a summary of Arrows Spend Management Tools which are designed to help and assist you to better manage your usage and invoice costs.

## Bill Format

Arrow's monthly Post-Paid invoices are broken into three sections:

### Section 1

- The first page of an invoice shows your company name, main contact, billing address, the current bill amount, your last received payment amount and the outstanding (overdue) amounts if applicable. It includes your account number, invoice date and payment due date and a high-level summary of charges billed in the invoice.
- Page two of the invoice shows your payment history, a 6-month summary of changes and the various methods of how you can pay your invoice.

### Section 2

- This is a high-level summary of all your services and what each service type has been billed this month. It is broken down into summary of cost centre and summary by charge type.

### Section 3

- Is called a detailed service summary and is a detailed breakdown of all services and their monthly charges along with a detailed breakdown of call charges.
- At your choice, Arrow monthly Post-Paid invoices can also be delivered in a .csv format or as just a summary format (excluding section 3).

## Bill Delivery

All monthly Post-Paid invoices will be emailed to a customer nominated email address. Arrow's monthly Post-Paid invoices can also be viewed through your "My Account" portal available through: <https://myaccount.arrowvoice.com.au/>

## Billing Options

All Arrow accounts are billed monthly. The issue date is the 16<sup>th</sup> of each month. (or the next Working Day)

## Billing Period

Monthly charges are calculated in advance from the 16<sup>th</sup> to 15<sup>th</sup> of every month. Monthly Data usage is calculated from the 13<sup>th</sup> to the 12<sup>th</sup> of every month. Note that some calls near the end of the billing cycle may bill into the next monthly Post-Paid invoice. Arrow can back bill all Telco charges up to 160 days as per legislation.

## Payment Terms

- Payment terms are 14 days including Direct Debit customers.
- Customers can pay invoices manually before direct debit day.

### Credit card surcharges are applicable:

CARD TYPE	RATE
Visa Credit	1.28%
Visa Debit	0.84%
Mastercard Credit	1.26%
Mastercard Debit	0.89%
American Express	1.75%
Diners Club	2.93%

## Payment Types

### Pay by phone

Call 1300 307 409 to pay amounts less than \$10,000 using your Visa, Mastercard, Diners or American Express (fees apply)

### Pay over the internet

Payment using your Visa, Mastercard, Diners or American Express (fees apply) can be made through [NAB secure bill payment](#) for amounts up to \$10,000.

### Direct Debit

Your bill will be paid automatically each month from a nominated bank account or credit card.

### BPAY – Telephone and internet banking

- B-Pay Biller Code: 252585
- Account Payment Reference: your Arrow account number

### Electronic Fund Transfer

- National Australia Bank
- BSB - 082 057
- Account Number – 541 854 973
- Account Payment Reference: your 6-digit Arrow account number

## Spend Management Tools

### Voice Products - Call barring

An Arrow customer may restrict use of a voice service using call barring. Arrow can instigate call barring functions at your request, or you can manage barring by using your own PABX or IP PBX system. If you have an Arrow PABX or IP PBX system you can contact us to manage this for you. This might be a permanent bar on all services (excluding local calls), or it may be a temporary bar on certain call types (e.g. international, national or calls to 1900 numbers).

### My Account Management Tool

All Arrow Customers can benefit from the many features in the My Account Online System, whether you wish to pay your current bill, view past invoices or look up detailed Call or Internet usage records, My Account is available 24/7 to assist you.

My Account is updated multiple times a day with more Phone and Internet Usage records allowing you to monitor your spend throughout the month, not just at Billing time.

This overview of what is available now for existing customers and new customers who join the Arrow experience. Training videos are available on [Arrow's YouTube channel](#).

Accessing My Account can be achieved by clicking 'Login' from the Arrow Voice & Data Homepage which will take you to <https://myaccount.arrowvoice.com.au/>.

Arrow Customers will be required to enter their previously setup email address Login & Password to view Account and Service information. Passwords emails are sent upon creation of your contact information. If you require a login, please email [support@arrowvoice.com.au](mailto:support@arrowvoice.com.au) or call Customer Service on 1300 305 794. The Primary Billing contact should also have access to add new contacts and give appropriate permissions.

### My Account is broken up into 6 main areas,

1 – Dashboard will present an overview of any amounts owing, latest invoice and recent invoices along with a Calls per Day graph.

2 – Charts contains various graphs around call and internet usage. These include a series of handy reports to run against a nominated Bill period. These reports allow customers to check and reconcile their billed usage charges using a number of different parameters. All reports can be set to any billing period and contain multiple filters (click the arrow next to filter in the top right) such as Service Number, Cost Centre, Service Type, Call Type.

The current suite of Analysis Reports includes the following:

- Monthly Internet Usage – All data services usage.
- Calls by Type – View a graphical representation along with call costs and durations for a particular billing period.
- Calls by Cost Centre – View a daily graphical representation of you Call usage with Number of Calls and Cost attributed to each Cost Centre created against each Arrow Service.
- Calls by Date – View a monthly Call Usage Graph detailing the daily Call usage over the billing period, also see on a service level the total calls per day and associated costs of each Arrow Service.

- Calls by Service – Report shows the total Calls made by a particular service, the total cost of a particular service and also the service as a percentage against all services billed in a particular Bill period.
- Longest Calls – Check the duration of your longest calls for a particular Billing Period.
- Calls by time of Day – See how many calls are made at which hour of the day, you can observe the number of calls made, the durations and the total cost.
- Most Called Numbers – Check which numbers/destinations are called the most.
- Monthly Mobile Data Usage – See the data usage of all your mobiles per month.
- Mobile Data Usage by Day – See the data usage of all your mobiles per day.
- Mobile Data Usage by Time of Day – See the data usage of all your mobiles by time of day.

3 – Account section will show you current information as stored by Arrow's Systems. If these contact details or address details are incorrect, a user with Full Permissions can update this information, or email [support@arrowvoice.com.au](mailto:support@arrowvoice.com.au) to update your details. This section also contains Cost Centres that can be created for your bills and Direct Debit information.

4 - The Ledger section allows you to retrieve and view Invoices from previous Bill periods. Adobe PDF view is required to check back on Invoices stored in the Arrow Bill Archives, Arrow keeps old bills available online going back a minimum of 9 months.

5 – Plans & Services Section you can manage your Data/Internet usage online, 24/7 on My Account. Access the data usage by clicking the down arrow on the left of any service. A user with Full Permission can also edit Descriptions and Cost Centres that will appear on your bill.

6 – The Usage Section you can manage your Data/Internet usage online, 24/7 on My Account. This is broken up into Call usage, Mobile Data and Internet Usage. This section can also assist customers who are looking to find specific call charges for a particular service. The filtering allows you to search based on very specific criteria. If you have a multitude of Services with Arrow Voice & Data, you may want to separate some products or services and create some detailed analysis on Call Spend. This detailed search section is available to help you.

**Usage Notifications:** For each Arrow Mobile and Data Customer who have a mobile or data service with us, Arrow provide an electronic notification no later than 48 hours after the you have reached the following point each month:

- a) **50%** of the expenditure and/or the data allowance which forms part of the included value in their plan.
- b) **85%** of the expenditure and/or the data allowance which forms part of the included value in their plan
- c) **100%** of the expenditure and/or the data allowance which forms part of the included value in their plan.