

## ARROW BUSINESS BROADBAND – FibreNet 1GB, 2GB, 5GB & 10GB Service

### INFORMATION ABOUT THE SERVICE

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

The FibreNet Internet Service provides speeds up to 10Gbps at highly competitive prices, on 12, 24, 36, 48 & 60 Month terms.

You can split your fibre connection for specific needs, partitioning increments of bandwidth for internet, Voice or Cloud applications.

#### MINIMUM TERM

12 Months option available.

#### SERVICE AVAILABILITY

Arrow can supply a FibreNet service to on-network buildings, in addition to providing to buildings that are deemed near-net. Near-net Buildings have longer connection timelines and will require acceptance of our installation design by your building management. Arrow FibreNet Services cannot be installed to Data Centers.

#### HARDWARE

Arrow will install a network termination device with an RJ45 Handoff which is directly plugged into your Firewall/router. Arrow can source and supply Ethernet Firewall/routers for an additional cost. Pricing varies, as does configuration costs which can be quoted by your Arrow sales representative.

You will be required to provide a rack or coms cabinet with 2 rack unit shelves for the installation of our Fibre termination box, and Managed Network Termination Device.

### INFORMATION ABOUT PRICING

#### ACTIVATION / CONNECTION FEES

The following one-off connection fees apply:

12 Months - \$1,999 ex GST

24 Months - \$999 ex GST

36+ Months - \$0

#### MONTHLY MINIMUM CHARGES

1 Gbps/1Gbps + Unlimited Data - \$499 ex GST

2 Gbps/1Gbps + Unlimited Data - \$699 ex GST

5 Gbps/1Gbps + Unlimited Data - \$799 ex GST

10 Gbps/1Gbps + Unlimited Data - \$899 ex GST

#### MINIMUM TOTAL CONTRACT CHARGES

The minimum service total contract charge for a 36 month term will be;

1 Gbps/1Gbps x 36 Months - \$17,964 ex GST

2 Gbps/1Gbps x 36 Months - \$25,164 ex GST

5 Gbps/1Gbps x 36 Months - \$28,764 ex GST

10 Gbps/1Gbps x 36 Months - \$32,364 ex GST

#### 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.

#### UNMETERED / UNLIMITED DATA

All our FibreNet plans include unlimited monthly data. These plans are subject to the Arrow Voice & Data acceptable use policy detailed on [www.arrowvoice.com.au/terms](http://www.arrowvoice.com.au/terms).

## OTHER CHARGES

### RELOCATIONS

Relocations within the same building will require you to pay additional cabling fees at the time of relocation. This can only be quoted following a site survey being completed.

Relocations to a new premise where fibre is available will attract a once off \$4,000 ex GST fee for re-installation, unless you are within the last 6 months of your original term of agreement

Relocations to a new premise where fibre is not available, you will be charged an early termination fee of the Monthly fee multiplied by the remaining months of the original term of agreement.

### ORDER WITHDRAWAL

Order withdrawal fees apply, prior to any physical installation being completed an order withdrawal fee of \$900 ex GST will apply. After the physical installation, but prior to service being active, an order withdrawal fee of \$4,000 ex GST will apply.

If you require Arrow to perform a service modification request the standard charge is \$250 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 - \$25 per month (1 Useable IP Address)

/29 - \$45 per month (5 Useable IP Addresses)

\*/28 & /27 will require justification prior to ordering

### SERVICE LEVEL AGREEMENT

The service has a 99.95% availability target measured monthly, and backed by restoration targets and service credits. Arrow can provide service level agreements on request.

### 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](http://www.arrowvoice.com.au/terms/policies-and-procedures)**