

IMPORTANT TERMS AND ACKNOWLEDGEMENTS – Terms and Conditions relating to ARROW FibreNet Business Broadband

FibreNet Services – 1Gbps to 10Gbps

Order Withdrawal Fees – FibreNet Broadband Services

You are required to pay Arrow the following charges within 14 days of withdrawal or cancellation of the proposed installation. These fees are based on when the order is withdrawn or cancelled by you:

- a) \$500 ex GST – if withdrawn/cancelled during the order planning phase
- b) \$1,500 ex GST – if withdrawn/cancelled during the order design phase
- c) \$10,000 ex GST – if withdrawn/cancelled during the build or pre-delivery phase

1. Site Readiness

You must ensure the site is ready prior to FibreNet installation. This includes, but is not limited to: confirmed site access, an active lease agreement, a communications rack installed, and power availability at the designated location. Any delays in site access or readiness will delay completion of the installation.

2. Equipment Installation

Arrow will install two devices in your communications rack:

- A fibre termination device (provided by the fibre provider), and
- A Managed Network Termination Unit (NTU – supplied by Arrow) used for broadband service management.

The NTU is the demarcation point for the delivery of the FibreNet Broadband service to your premises. Your internet service will be delivered to a nominated port on the NTU, referred to as your FibreNet Handoff.

3. Customer Equipment

Your new FibreNet Broadband service will be provided via a Fibre Handoff or RJ45 connection. No end-point routers, network switches, or Wi-Fi devices are included unless you choose to purchase these from us.

4. Relocations

Relocating to a new premise where FibreNet is available on the same network will incur a one-off \$2,000 ex GST reinstallation fee. Your existing contract term will either carry over or restart at a minimum of 12 months—whichever is greater. If fibre is not available at your new premises, standard cancellation fees will apply. We may be able to offer alternative carrier fibre broadband options.

5. Cancellation Fees

Cancellation fees are calculated the monthly fee ex GST multiplied by the remaining months in your agreement.

6. Return of Equipment

Upon cancellation, termination, or relocation, you must return the NTU to:

PO BOX 5145, Sydney, Australia, 2001

Failure to return the device will incur a \$500 ex GST fee for secure disposal.

7. Data Centre Restrictions

FibreNet services are to be installed at business premises only. Services cannot be terminated directly into data centres. However, separate dedicated broadband services are available for various data centres across Australia—please contact your Arrow Account Manager for details.

8. Connection Timelines

Connection times may vary. If FibreNet is already in place, you can typically expect

activation within **15–25 business days**. If fibre needs to be extended from an external point, the connection may take **35–55 business days**.

9. **Free Connections**

Free connections are conditional upon existing fibre infrastructure between your premises and the carrier's network point of interconnect. If fibre construction is required to connect your premises, additional charges may apply.

10. **Data Usage Responsibility**

All data usage is the responsibility of the end user. Arrow Voice & Data is not liable for copyright violations or breaches of law. Our services are governed by our Acceptable Use Policy. (See: www.arrowvoice.com.au/terms)

11. **Planned Downtime**

From time to time, short outages may occur due to planned maintenance or software updates. These will take place outside of business hours (AEST), and you will be notified at least 14 days prior.

12. **Service Cancellation Notice**

You must provide 30 days' written notice of your intent to cancel the service. Arrow will process your request and the service may terminate within that 30-day period.

13. **Direct Debit Requirement**

Direct Debit is compulsory and must remain active throughout the agreement term. It may be temporarily suspended in the case of a billing dispute but will resume once resolved.

Arrow can provide a copy of our SLA (Service Level Agreement) on request. The SLA outlines expected uptime for business broadband connections, our incident management process, average response and restoration times, and details of our service level guarantee. This includes rebates based on the monthly service fee for any downtime experienced. If your business requires high availability, we can design a customised solution with redundant/failover/backup connectivity via an alternative carrier to ensure continuity during outages or service faults.

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