

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

5 Gbps/5Gbps + Unlimited Data - \$899 ex GST

10 Gbps/10Gbps + Unlimited Data - \$1,299 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/2Gbps x 36 Months - \$25,164 ex GST

5 Gbps/5Gbps x 36 Months - \$32,364 ex GST

10 Gbps/10Gbps x 36 Months - \$46,764 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.

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