

Billing, Payment Information & Spend Management Tools

You can find a summary of Arrow's 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 Arrow's Spend Management Tools which are designed to help and assist you to better manage your usage and invoice costs.

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

Section One

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, payment due date and a high level summary of charges billed in the invoice.

Page two of the invoice shows your payment history, a six month summary of changes and the various methods of how you can pay your invoice.

Section Two

This is a high level summary of all of 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 Three

Is a detailed service summary with 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 a summary format (excluding section 3).

Bill Delivery: All monthly Post-Paid invoices will be emailed to a customer nominated email address and hard copy paper invoices can also be sent for a fee. Arrow's monthly Post-Paid invoices can also be viewed through your "My Account" portal available through:

<https://myaccount.activebilling.com.au/arrow/login>

Billing Options: All Arrow accounts are billed monthly with the issue date being the 16th of each month (or the next Working Day).

Billing Period: Monthly charges are calculated in advance from the 16th to 15th of every month. Monthly data usage is calculated from the 13th to the 12th 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 charges up to 160 days.

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:
 - 1% fee for using MasterCard, Visa and Bankcard.
 - 3% fee for using American Express and Diners Club

Payment Types:

- To mail your payment just detach the payment slip from your invoice and return it with your cheque or money order to:

Arrow Cable & Wireless
GPO Box 5145
Sydney NSW 2001

- 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 <https://myaccount.activebilling.com.au/arrow/login> 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 six 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 is an overview of what is available now for existing customers and new customers who join the Arrow experience.

Accessing My Account can be achieved by visiting:

<https://myaccount.activebilling.com.au/arrow/login>

Arrow Customers will be required enter their Arrow Account Number & Password to view account and service information. Passwords are system generated and can be changed at anytime. To change a password or to create a password call Customer Service on 1300 305 794.

My Account is broken up into six main areas,

1 - Summary page section will present an overview of your account details including latest invoice, latest payment information and any Arrow Reward Dollars accrued.

2 - Account Details section will show you current information as stored by Arrow's systems. If these contact or address details are incorrect please contact Customer Service on 1300 305 794 to update your details.

3 - Services Section you can manage your data/Internet usage online, 24/7 on My Account. Access the data usage by clicking on 'View Usage' under the 'Services' menu option.

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

5 - My Account Analysis Section includes a series of handy reports to run against a nominated bill period. These reports allow customers to check and reconcile their billed fixed voice call charges using a number of different parameters.

The current suite of Analysis Reports includes the following:

- Longest Calls – Check the duration of your longest calls for a particular billing period.
- Most Called Numbers by Duration – Check which numbers/destinations are called the most by duration.
- Most Frequently Called Numbers – See combined call costs for the most frequently called numbers.
- Summary by Call Type – View a graphical representation along with call costs and durations for a particular billing period.
- Summary by Cost Centre – View a daily graphical representation of your call usage with number of calls and cost attributed to each cost centre created against each Arrow service.
- Summary by Date – View a monthly call usage graph detailing the daily call usage over the billing period. You can also see on a service level the total calls per day and associated costs of each Arrow service.
- Summary by Destination (Top 10) – See the top 10 most called destinations for a particular bill period and view these 10 destinations as a percentage with the total cost and volume of calls also tracked in this report.
- Summary by Duration – Report shows the number of calls & associated costs against call duration brackets. This report also gives a graphical representation of call durations by duration brackets i.e. 0 – 2 Minutes, 2 – 4 Minutes etc.
- Summary 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.
- Summary 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.

6 - The detailed search section within My Account is aimed at assisting customers who are looking to find specific call charges for a particular service. Arrow's Query Builder 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, the detailed search section is available to help you.

Usage Notifications: For each Arrow Customer who has 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) 75% of the expenditure and/or the data allowance which forms part of the included value in their plan.

(b) 100% of the expenditure and/or the data allowance which forms part of the included value in their plan.