

Arrow Freedom - Tariff Terms & Conditions

- 1.** The Arrow Freedom tariff is applied at connection level.
- 2.** All non-eligible calls will be allocated to the connection that made the call and not charged centrally.
- 3.** 5G data connectivity is subject to coverage both within the UK or within the roaming country and may be subject to the incumbent mobile operators agreement with the roaming network provider.
- 4.** Unlimited data is for individual usage only within the UK and is subject to review by the network provider at all times. The network provider may contact Arrow where usage is deemed by them to be for non-individual and/or excessive usage requesting a change of tariff is made, should this occur Arrow will contact the Customer confirming the details of the new tariff and effective date.
- 5.** Any unused data bundle allowances, inclusive or additional, will be lost.
- 6.** Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one minute increments thereafter, in addition to the service charge cost of the call as defined by the service provider.
- 7.** All variants of picture messages (MMS) will be charged per message at all times and are not eligible within any bundle.
- 8.** UK non-standard voice calls will attract a minimum call charge of 5p at all times.
- 9.** All tariffing stated within the monthly recurring charges section are to remain activated for the full length of the Agreement.
- 10.** All call charges stated within the Agreement are calculated on the rates shown on a per minute basis and are then rounded up to the nearest penny.
- 11.** All connections are automatically opted into Arrow Navigate with a 25GB monthly roaming data bundle allowance and are opted out of all roaming data capping and any notifications within eligible countries.
- 12.** Any usage in excess of the monthly data bundle allowance will be charged in 1GB increments.
- 13.** Data roaming is to be on an occasional and infrequent basis, the network provider may contact Arrow where usage is deemed to be persistent and/or excessive whilst roaming requesting a change of tariff is made.
- 14.** Arrow Navigate Further is charged as a daily access fee in eligible countries only, and is triggered when an eligible call is made, SMS is sent or data session started.
- 15.** Connections will only be charged on the days used (00:00 to 23:59 GMT) for all Arrow Navigate Further usage.
- 16.** Calls and text messages to standard UK and In Country standard numbers are eligible for Arrow Navigate / Navigate Further, all other calls are charged at Arrow standard roaming rates.
- 17.** The full list of up to date Arrow Navigate and Navigate Further countries is available on request.
- 18.** In the event that Arrow contacts the Customer following a network provider's request for a change of tariff, the customer will not have the right to terminate the agreement.
- 19.** A maximum of 50 connections per Customer is permitted on the Arrow Freedom tariff.
- 20.** Early termination charges for individual connections will be calculated based on the monthly rental charge over the number of months remaining until the end of the Agreement term.
- 21.** All charges are exclusive of VAT.

