

Arrow Refined - Tariff Terms & Conditions

- 1.** The Arrow Refined 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.** The customer can increase the individual tariff's domestic data bundle and then must remain at the higher level for the remainder of the Agreement.
- 5.** Any increase must be requested in advance no later than the 25th of each month to be then applied from 1st of the following month.
- 6.** Any unused data bundle allowances, inclusive or additional, will be lost.
- 7.** 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.
- 8.** All variants of picture messages (MMS) will be charged per message at all times and are not eligible within any bundle.
- 9.** UK non-standard voice calls will attract a minimum call charge of 5p at all times.
- 10.** All tariffing stated within the monthly recurring charges section are to remain activated for the full length of the Agreement.
- 11.** 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.
- 12.** All connections are automatically opted into Arrow Explorer and are opted out of all roaming data capping and any notifications within eligible countries.
- 13.** Calls and text messages to standard UK and In Country standard numbers are eligible for Arrow Explorer, all other calls are charged at Arrow standard roaming rates.
- 14.** Arrow Explorer 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.** The full list of up to date Arrow Explorer destinations is available on request.
- 16.** Connections will only be charged on the days used (00:00 to 23:59 GMT).
- 17.** 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.
- 18.** All charges are exclusive of VAT.