

## Arrow Total Care: Product Details & Terms

Arrow “Total Care” gives you access to our support teams 24/7, every day of the year, and therefore offers a significant increase of support cover versus our standard office-hours only package.

Total Care provides excellent value support to customers who take our Collaboration stack of products, namely telephony and connectivity related services. The matrix below provides detailed product coverage.

Total Care is designed to enable you to log business critical matters (“P1 faults”) at any hour of the day. These are, by definition, where there has been the loss of a critical service that effects multiple sites, or all users within a single site, and / or which results in the complete loss of access or functionality to a critical service, or the degradation of multiple critical services.

During out-of-hours you can only access Total Care by calling our customer service number. Incidents that are logged via our Bolt service portal will be handled during office hours.

This is a chargeable service, and you can choose to opt out at any time. For details of prices and how to opt out see below.

### Total Care: Out of Hours Cover

Product / Service	Resolution of P1 incidents	Log incident for handover to in-hours team	Notes on out-of-hours service
ADSL/SoGEA/FTTS/FTTP	Yes	Yes	Covers outages and service loss or degradation
AVVC	No	Yes	Conducts triage for handover to in-hours service team
EFM / Leased Line	Yes	Yes	Covers outages and service loss or degradation
EoFTTC	Yes	Yes	Covers outages and service loss or degradation
Firewalls	Yes	Yes	Covers outages and service loss or degradation
Geo Inbound	Yes	Yes	Covers outages and service loss or degradation
Hosted Voice	Yes	Yes	Covers outages and service loss or degradation
IT Services	No	No	This product is not covered by Total Care
Microsoft 365	No	No	This product is not covered by Total Care
Mobile	Yes	Yes	Covers outages and service loss or degradation

MPLS	Yes	Yes	Covers outages and service loss or degradation
Network Alerting / Monitoring	No	Yes	Conducts triage for handover to in-hours service team
PBX	Yes	Yes	Covers outages and service loss or degradation
SD-WAN	Yes	Yes	Covers outages and service loss or degradation
SIP	Yes	Yes	Covers outages and service loss or degradation
Warranty Service - infrastructure	No	Yes	Conducts triage for handover to in-hours service team
Warranty Service – mobile devices	No	Yes	Conducts triage for handover to in-hours service team
Warranty Service - PCs	No	Yes	Conducts triage for handover to in-hours service team
WLR / ISDN	Yes	Yes	Covers outages and service loss or degradation

Prices for Arrow Total Care are based on the subscription value of services on your monthly bill:

Monthly Subscription Value	Monthly Cost
Below £500	£1.00
Between £500 and £1,000	£5.00
Between £1,000 and £1,500	£10.00
Between £1,500 and £2,000	£15.00
Greater than £2,000	£20.00

\*The above prices exclude VAT.

## How to Opt Out

You may opt out of Total Care at any time by emailing your request to:  
totalcareoptout@aro.tech

Customers who do not subscribe to Total Care can still use the out-of-hours service, at a cost of £25 per incident logged *outside* of office hours.