

ARO Data Enhanced – Tariff Terms and Conditions

1. The ARO Data Enhanced tariff range is applied at account level allowing all eligible Enhanced connections to access the shared data bundle on a first come, first served basis with any usage outside of the allowance charged thereafter at the rates shown. All data bundle charges, and any overages will be charged centrally to the Customer and not against the individual Additional connections that access the shared data bundle.
2. All non-eligible bundle charge calls will be allocated to the connection that made the call and not charged centrally. 4G data connectivity is subject to coverage availability both within the UK or within the roaming country and may be subject to the incumbent mobile operator's agreement with the network provider.
3. The Customer can increase the shared data bundle outlined above in increments if required. Any increases will need to be requested in advance by the 25th of each month and will be applied on the 1st (first) of the following month. The shared data bundle can be reduced, however the base bundle size as outlined above must be maintained as a minimum.
4. Data bundle overage charges are made in 1GB increments in advance and are charged centrally on the ARO Data Enhanced tariff range.
5. International and Roaming rates are available upon request.
6. All connections from agreements signed before the 1st May 2022 are automatically opted into ARO Explorer and are opted out of all roaming data capping and any notifications within eligible countries.
7. All connections from agreements signed after the 1st May 2022 are automatically opted into ARO Voyager and are opted out of all roaming data capping and any notifications within eligible countries.
8. Connections will only be charged on the days you use (00:00 to 23:59 GMT).
9. All calls to mobile and landline numbers outside the ARO Explorer and ARO Voyager countries will be charged at Arrow standard roaming call rates.
10. ARO Explorer and ARO Voyager 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.
11. The full list of up-to-date ARO Explorer and ARO Voyager destinations is available on request.
12. Early termination charges for individual connections will be calculated based on the monthly per connection unit cost as outlined above, over the longer of (a) number of months remaining until the end of the Agreement term, or (b) on the effective date of termination of this Agreement, the number of months remaining in the initial 12-month commitment period of each individual connection as referenced in clause 1 of the Mobile Services Product Schedule.
13. Early termination charges for the whole account will be calculated based on the total of all the line rental charges outlined above over the number of months remaining until the end of the agreement term and the number of months for individual connections as stated above plus the unit cost charge for individual connections remaining until the end of the agreement.
14. For the avoidance of doubt, the ARO Data Enhanced tariff range central charges will not be included in any termination calculation unless the product agreement and all individual connections terminate in full.
15. Any unused data bundle allowances, inclusive or additional, will be lost.
16. The ARO Data Enhanced tariff range connections cannot be mixed with any single tariffs on the same account.
17. 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.