

# Business Internet and mobile Service



## Business Internet Service

- Business Internet ("Service") is offered to business customers only and is available where Flow Business network access exists.
- All prices are quoted in Jamaica Dollars and subject to rate increases from time to time. Flow Business will provide adequate notice when an increase is applicable.
- The Service provides download speeds ranging from up to 100Mbps to up to 1Gbps speeds and upload speeds ranging from up to 10 Mbps to up to 500 Mbps, which may be applicable according to the availability in your location.
- Download and upload speeds will be configured where the network can facilitate minimum requirements.
- End user devices are not guaranteed to utilize full speed of the service. Flow Business is not responsible for the device(s) that have speed limitations used with the service.
- Customer must have any of Flow Business Internet products to subscribe to our Digital Solution product.
- Customer must provide one primary email address to subscribe to broadband plans.
- Customer is required to subscribe to a minimum 24 contract.
- If the contract is terminated prematurely, customer will be required to pay a penalty equivalent to 3 months' monthly recurring charge + the pro-rated sum for the remaining months in the contract for any promotion offer at the time of signup.
- Installation at business premises will attract a minimum charge of US\$50 to provide the Service unless otherwise stated in any offer.
- All broadband modems will attract a rental charge of \$995 per month which will be added on your monthly bill.
- Monthly recurring charge will be pro-rated if the customer signs up during the billing cycle.
- All Broadband Plans are governed by the credit limit within the billing platforms.
- Flow Business is not responsible for any equipment used in the delivery of the service that is not provided by Flow Business or any equipment provided by Flow Business that is outside of the warranty.
- Customer is required to meet the credit requirements and/or to pay a deposit before the service can be activated.
- Customer will receive an electronic bill with this service. Printed bill will attract a cost.
- Flow Business Reserves the right to modify the core elements on Business internet service.
- Flow Business Reserves the right to adjust prices. Where price adjustment is necessary, a period of 30 days notice will be provided.
- GCT & Special Telephone Call Tax are applicable.
- Flow Standard Terms & Conditions apply.

## Business Mobile Service

- Business Mobile Service is offered to business customers only and is available in areas where Flow Business Network access exists.
- All prices are quoted in Jamaica Dollars and subject to rate increases from time to time. Flow Business will provide adequate notice when an increase is applicable.
- Unlimited calls include calls to any local Flow fixed and mobile local numbers with a fair usage cap of 5,000 minutes. Visit [www.discoverflow.co](http://www.discoverflow.co) for Fair Usage Policy
- Anywhere minutes include calls made to Flow Local Fixed or Mobile, Flow Caribbean Fixed and Mobile, Digicel Fixed and Mobile Local and Caribbean, Other Caribbean Off-net (except for CUBA), USA Fixed and Mobile, Canada Fixed and Mobile and Fixed Voice in China and India.
- Customer must subscribe to a minimum 24-month contract.
- If the contract is terminated prematurely, customer will be required to pay a penalty equivalent to 3 months monthly recurring charge + the pro-rated sum for the remaining months in the contract for any promotion offers at the time of signup.
- Data usage notifications will appear on a per MB basis.
- You may have access to additional bolt-on data on your existing plan where a cap of 100% utilization has been achieved.
- Your unlimited data plans and bolt-ons will throttle at 2G speed after 100% utilization has been achieved and you will experience a reduction in speed after 100% utilization.
- Minutes will be billed on a per-second basis.
- Monthly recurring charge will be pro-rated if the customer signs up during the billing cycle.
- All mobile plans are governed by the credit limit within the billing platforms.
- Unused data will roll over for a period of 1 month. Any unused portion after one month will not roll over for a second month.
- Unused anywhere minutes will roll over for a period of 1 month. Any unused portion after one month will not roll over for a second month.
- Customer must have any of Flow Business Internet products to subscribe to our Digital Solution product.
- Customer must provide one primary email address to subscribe to mobile plans.
- Close User Group (CUG) charges are included in some plans. Speak to your account representative for further information.
- CUG calls and text will be 100% discounted for calls and texts made in accordance with the limits within your CUG. However, access to your CUG may be impacted by aged debt and outstanding bills.
- Business Social allows customers to collaborate with employees. A separate allocation of data is included at LTE speed for this purpose. Your core data will not be utilized until 100% of the Business Social Data is utilized. Speak to your account representative to learn more about Business Social.
- Customer will receive a notification at 60%, 80% and 100% of utilization of their in-plan data allocation in keeping with regulatory requirements.
- eSIM, VoLTE and/or VoWIFI is not available in all devices and are subject to charges.
- Flow Business is not responsible for any equipment used in the delivery of the service that is not provided by Flow Business or any equipment provided by Flow Business that is outside of the warranty.
- Customer is required to meet the credit requirements and/or may pay a deposit before the service can be activated.
- Customer will receive an electronic bill with this service. Printed bill will attract a cost.
- Flow Business Reserves the right to modify the core mobile service.
- Flow Business Reserves the right to adjust prices. Where price adjustment is necessary, a period of 30 days notice will be provided.
- GCT & Special Telephone Call Tax are applicable.
- Flow Standard Terms & Conditions apply.