

# **CRITICAL INFORMATION SUMMARY**

## **SPIRIT HOSTED IP PBX – IPTEL2**

### **INFORMATION ABOUT THE SERVICE**

IPTel is a hosted telephony system, available as-a-service on a monthly subscription basis, providing you with a flexible phone solution for a fraction of the cost.

Spirit IPTel, powered by BroadSoft, is a world leading integrated IPTel solution that gives you access to the latest Unified Communications and Collaboration (UCC) features and functions for a fixed monthly fee. Cloud-based UCC enables businesses to gain flexibility, reduce costs and risks associated with communications investments, and more effectively support remote branch-office and mobile workers.

#### **IPTEL2 Product Features**

- Hunt Group
- Auto Attendant
- Voicemail
- Receptionist Console
- Call Centre capability
- Cloud Call Recording capability
- Global Presence
- Telephony
- Conferencing
- Mobility

#### **Minimum Contract Term**

24 months.

#### **Equipment and Service Required**

IPTEL requires one of Spirit Business Multi VLAN Broadband Services. Where available, Spirit Fibre as the best preferred connection method. You will require an Ethernet router at your premises. If you don't already have one, Spirit can provide a suitable device at additional cost.

#### **Service Availability**

The service is not available in all areas or to all customers. It is only available to eligible business customers in buildings connected to Spirit national data network infrastructure. To see if your address is in coverage, please check via [spirit.com.au/business](http://spirit.com.au/business)

## Key Details

IPTel is delivered across Spirit's national On-Net Network, eliminating the hassle of dealing with isolated phone systems at different offices. It allows you to utilise a fully featured communication suite over the network without installing expensive, on-premise, PBX equipment.

## Installation

Voice Termination Set up and Hardware charges apply. Installation charge will be quoted on an individual basis, as installation requirements differ site to site. Onsite Training charged at \$110.00 per hour. Total installation and training TBA on case by case basis.

## Bundling with other Spirit products

This product is available as an add-on to Spirit Business Broadband products, such as Spirit Air, Spirit Fibre, and Spirit EoC.

## Information About the Pricing (All pricing ex. GST)

Voice Channel pricing is affected by and depends on data infrastructure requirements, and is provided based on customer's location and data services available to premises.

Minimum Cost over the Contract Term: Minimum Cost is the combination of establishment/ installation charges and total monthly charges multiplied by the Contracted Term.

### Call Rates:

- 5c Flat Rate Local & National Calls
- 25c Flat Rate Calls to Mobiles
- 33c Flat Rate Calls to 13/1300 numbers
- 11c p/min Calls to Top 10 International landline numbers: Canada, China, Germany, Greece, Hong Kong, Ireland, New Zealand, Singapore, UK, USA. Other destinations rates available on [spirit.com.au/admin](http://spirit.com.au/admin)
- Call Billing: Minimum 30 seconds for all timed calls where a charged rate applies

## OTHER INFORMATION

### Full Terms

This information is a summary only. Visit [www.spirit.com.au/sfoa](http://www.spirit.com.au/sfoa) for our Standard Form of Agreement, which sets out terms and conditions on which we provide our products and services. All pricing is inclusive of GST unless otherwise specified. Service Level Agreement applies, refer to [www.spirit.com.au/sla](http://www.spirit.com.au/sla)

## Usage Information

All Spirit Metro Fibre Ethernet Plans feature Unlimited and unmetered data. However, if you still require information about your current usage levels please contact Customer Service via online chat form or by calling 1300 007 001.

## Email Billing

Spirit is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.50 incl. GST. To opt in to paper billing, please contact Customer Service.

## Payment Method

Payment by Direct Debit from a bank account is free of surcharges, with the exception of AMEX at 1.9%. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

## Contact Us

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 007 001 7am – 12 midnight AEST, 7 days a week. If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.spirit.com.au/complaint](http://www.spirit.com.au/complaint) or call 1300 007 001.

If you are still not satisfied with the steps taken by Spirit to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Spirit and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.