

CRITICAL INFORMATION SUMMARY

SPIRIT Call Termination Services – SIP1

INFORMATION ABOUT THE SERVICE

Spirit CTS carries calls across the Spirit Voice Network to Australia and internationally. With competitive rates and superior call quality, Spirit CTS is available via SIP using Spirit access products for connectivity.

Spirit's CTS SIP service available as-a-service on a monthly subscription basis, providing you with a flexible call termination solution for a fraction of the cost.

Product Features

- Outbound Call Termination:
 - to Australian Fixed and Mobile numbers via T1 carriers, and
 - to International destinations via premium routes.
- Inbound Call Termination and hosting of:
 - geographic numbers (DIDs) - Australia-Wide, and
 - 13/1300/1800 numbers.
- Voice Interconnection:
 - SIP – via direct on-net connection, or
 - Public IP aggregated into a single or diverse interconnects.

Minimum Contract Term

24 months.

Equipment and Service Required

IPTEL1 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

Key Details

Spirit's Call Termination Services provide access, via SIP, to Fixed and Mobile networks within Australia, and internationally through interconnecting premium partner routes. Spirit Voice network interconnects with all Tier 1 Carriers across Australia, and internationally, enabling Spirit to provide Call Termination to any destination.

Installation

Spirit provides access via IP over our network to your switch. This is a direct, uncontended connection from your equipment to the Spirit switch. Voice Termination Set up and Hardware charges apply.

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)

SIP 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:

- Unlimited Local & National Calls
- Unlimited Calls to Mobiles
- Unlimited Calls to 13/1300 numbers
- Unlimited 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
- 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 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

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 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 or by calling 1800 062 058.