

SPIRIT COMMUNITIES CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

Spirit's UFi Connect - Communities is an Ultra-Fast internet service (hence, UFi) which uses bridged Fibre-optic access network to deliver high-speed Internet connectivity to selected Community Housing buildings, and then distributed via a switched Ethernet network to the Network Boundary Point (data point) at your premises.

Minimum Contract Term

UFi Connect Community plans are on prepaid basis and expire after one calendar month.

Equipment Required

You can connect directly to Spirit UFi network (Ethernet) data point in your apartment, with a standard computer network cable (hence, UFi Connect). If you require a Wi-Fi Access Point in your room you can purchase Spirit pre-configured Wi-Fi router at www.spirit.com.au/shop, which will be delivered to your address. Spirit will only support Spirit-provided pre-configured Wi-Fi devices.

Service Availability

The service is only available for residents at selected Community Housing Buildings. Not for resale.

Key Details

UFi Connect service provides symmetrical speeds of up to 100Mbps, depending on chosen plan (see below). The nominated network access speed profile is delivered to the active Ethernet port. Local network and Wi-Fi performance subject to end-user equipment. The actual speeds you experience depend on many factors, including your equipment, the number of end-users, the source of the data and the applications in use.

Activation

All apartments in selected Community Housing buildings are pre-wired for Spirit UFi Connect services. At the time of activation one of the data points in your apartment will become Ethernet active. Standard activation enables the service to Network Boundary Point (data point) at your premises.

INFORMATION ABOUT THE PRICING (All Prices Include The GST)

Community Plans	12/12	25/25	50/50	100/100
Monthly Plan Fee (inc. GST)	\$25.00	\$35.00	\$45.00	\$85.00
Internet Speed	12/12 Mbps	25/25 Mbps	50/50 Mbps	100/100 Mbps
Included Data	100 Gb	250 Gb	UNLIMITED	UNLIMITED
Minimum Contract Term	No lock-in contract, month-to-month service.			
Setup/Activation Fee				\$0
Early termination Fee				\$0*
Total Minimum Cost (inc. GST)	\$25.00	\$35.00	\$45.00	\$85.00
Unit Cost 1Mb of data included in plan	\$0.025	\$0.014	\$0	\$0

* Please refer to the 'HOW TO CANCEL' section, below, for terms and conditions.

OTHER INFORMATION

Terms & Conditions

All pricing is GST inclusive, unless otherwise stated and is only available to approved customers. Plans are on a Pre-Paid basis and expire after one calendar month. If you use up your data allowance, your internet service will become inactive until you recharge your account. Any unused data does not rollover to the following month. Credit must be purchased to use the service. Data activation starts from first successful pre-paid payment or recharge. Usage is calculated in per KB increments. Services can be cancelled at any time; however, no refunds will be provided for whole month or for any part thereof. Any unused data or period remaining at the time of cancellation will be forfeited. Internet speeds may vary depending on Internet traffic, line condition, hardware and software, the source of the download and your location. For residential use only. Spirit Internet Standard Form of Agreement applies and is available at www.spirit.com.au/sfoa

Usage Information

Customers can obtain information on their Broadband usage, as well as recharge, at myaccount.spirit.com.au

Excess Usage

If you use up your data allowance, your internet service will become inactive until you recharge your account. Any unused data does not rollover to the following month. Credit must be purchased to use the service.

Payment Method

Payment is required on signup and is free of surcharges, with the exception of AMEX at 1.9%. For details contact Customer Service via online chat on our website or other contact methods listed below.

How to Cancel

Plans are on a Pre-Paid basis and expire after one calendar month. You can cancel any time by notifying us at disconnection@spirit.com.au, however any unused data and the period remaining at the time of cancellation will be forfeited. No refunds will be given for unused data and/or period remaining.

Customer Service

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, chat to us on our website, submit customer support case at www.spirit.com.au/contact or call our Customer Service team on 1300 007 001 from 7am – 12 midnight AEST, 7 days a week.

Complaints Handling

If you have a dispute with SPIRIT and wish to make a complaint, please contact Customer Relations, a specialist complaint resolutions team at www.spirit.com.au/complaints or email.

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.