

# **CRITICAL INFORMATION SUMMARY SPIRIT AIR BUSINESS BROADBAND**

## **INFORMATION ABOUT THE SERVICE**

Spirit Air provides a bridged connection to the Spirit Optic Fibre network, overcoming challenges in the 'last mile' for access to enterprise grade bandwidth. Ethernet provides a Gold Standard for high speed Internet and commercial network services. Optical Fibre to Rooftop high-gain systems deployed by Spirit, overcomes the distance and bandwidth obstacles of limited ageing copper services and infrastructure shortfalls in connecting physical fibre underground throughout Australia.

Because Ethernet is delivered as a symmetrical service, it provides the equal upload and download speeds increasingly important to businesses and vital for effective Cloud services access.

### **Product Features**

- Unmetered data
- Symmetric speeds (50-100Mbps, depending on chosen plan)
- Static IP
- Single or Multi VLAN, capable to support multiple products - ie. Data + Voice (SIP or Hosted PBX)
- Ethernet hand-off to customer premises equipment
- Standard business SLA

### **Minimum Contract Term**

24 months (36 months also available).

### **Equipment Required**

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 located in buildings connected to Spirit national network infrastructure. To see if your address is in coverage, please check via [spirit.com.au/business](http://spirit.com.au/business)

### **Key Details**

This service provides symmetrical speeds of up to 100Mbps. 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.

## Install

Standard install provides the service to the hand off point of demarcation (Active Ethernet Port). You must install a compatible router or firewall and any cabling required after the hand off point.

Installation is offered on the basis of available information relating to the install location and strictly subject to a site survey. Spirit reserves the right not to progress an installation if site conditions are unsatisfactory or subject to third party commercial terms.

Subject to local conditions for new network installations, a Fee for Service (FFS) arising from local infrastructure works may apply, any fee resulting shall be referred to the nominated end-customer for review and acceptance. If the FFS charge is not accepted within 14 calendar days and Spirit is advised of same in writing, the end customer may cancel the applicable service without penalty\* prior to installation.

\* Fibre services delivered on Telstra infrastructure may incur a charge of \$1550.00 exGST each, in the event of an order not proceeding by the undersigned.

The undersigned acknowledges that the agreement for services includes the installation of carrier equipment within the nominated premises and accepts the requirements of the LAAN installation notice. Available at <http://www.spirit.com.au/laan-notice> NOTE: This may also require notification to premises owner/landlord.

## Bundling with other Spirit products

A range of Bundling options is available with this service, please enquire with us.

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

Installation and plan 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.

## 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.

### 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.