

CRITICAL INFORMATION SUMMARY SPIRIT NBN BROADBAND INTERNET

INFORMATION ABOUT THE SERVICE

This service provides Internet access via National Broadband Network (NBN) to your premises. The National Broadband Network (NBN) is a national communications infrastructure currently being built by NBN Co on behalf of the Federal Government. The current Federal Government has committed to build a mixed technology network (also referred to as the multi-technology mix, or MTM), with some houses connecting to the core network using fast fibre-optic cable and others using the existing copper phone lines.

Product Features

- Unmetered data
- Speeds (12-100Mbps, depending on chosen plan)
- Static IP
- Ethernet hand-off to customer premises equipment. Depending on delivery type, via NBN-managed NTU (property of NBN) and/or Spirit-managed router (property of Spirit).
- Consumer SLA

Minimum Contract Term

18 months.

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 national broadband network infrastructure and available to Spirit. To see if your address is in coverage, please check via <http://www.nbnco.com.au/connect-home-or-business/>

Key Details

This service provides broadband speeds of up to 100Mbps, depending on the chosen plan. 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

Standard activation 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.

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 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 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.