



spirit telecom

Critical Information Summary

Spirit Fibre: 12/12 Mbps

Information about the service

Spirit's Fibre services use the Fibre Optic broadband network to deliver Internet to your building and to your premises. There are a variety of plans that provide a range of speeds.

Requirements & Availability

The Fibre service is only provided within the Fibre-enabled apartment buildings, as they become available on Spirit's network. Coverage is expanding on a continual basis. Your service will be connected to the Fibre network. Standard installations are part of the offers below.

Minimum Term	6 Months
Included value	Fibre Internet service with downloads speeds of up to 12Mbps and uploads speeds of up to 12Mbps
Included Data	Unlimited
Optional equipment	WiFi Wireless Access Point, configured and delivered @ \$118.00
Exclusions	Spirit will not warrant or support WiFi Wireless Access Point not supplied by Spirit
Please note	An ADSL/ADSL2+ Modem or router is not required and will not work on this network.

Information about Pricing:

Minimum monthly charge	\$56.00
Service Setup (one off)	\$129.00
Total Minimum Price over full term of contract for 6 month	\$465.00
Maximum charge for Early Termination fee	The lesser of \$150.00 or \$56.00 multiplied by the number of months remaining until the minimum term ends.

Other information

To view your call usage and billing information please follow this link spirit.com.au/my-account

We are here to assist you.

If you have any questions about this offer or Spirit Telecom please do not hesitate to contact us on 1300 007 001 or via <http://spirit.com.au/get-in-touch-with-us> between 8:30am and 6:00pm.

If you have a complaint or dispute please contact Spirit, in the first instance by online form to spirit.com.au/complaints or alternatively by calling 1300 007 001 and ask for the Resolutions Team.

In the event that you would like your issue further investigated you can contact the telecommunications Industry ombudsman by phone on 1800 062 058; by emailing tio@tio.com.au; by faxing to 1800 630 614 or by post to PO Box 276, Collins St West Vic 8007