

## Critical Information Summary



### SPiRiT **UFi** Spirit UFi: 100/100 Mbps

#### Information about the service

Spirit's Ultra Fast Internet ('UFI') 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 Spirit 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	18 or 0 Months
Included value	Ultra Fast Internet service, including installation, with download speeds of up to 100Mbps and uploads speeds of up to 100Mbps
Included Data	Unlimited
Included equipment	WiFi Wireless Access Point, configured and delivered
Exclusions	Spirit will not warrant or support WiFi Wireless Access Points 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	\$96.00
Service Setup (one off)	18 month contract: \$0.00 0 month contract: \$129.00
Total Minimum Cost	18 month contract: \$1,728.00 0 month contract: \$225.00
Early Termination Charge	The lesser of \$199.00 or \$96.00 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](http://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](http://spirit.com.au/complaints) or alternatively by calling 1300 007 001 and ask for the Resolutions Team.



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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](mailto:tio@tio.com.au); by faxing to 1800 630 614 or by post to PO Box 276, Collins St West Vic 8007