

# **UFI CONNECT - COLLEGE SQUARE CRITICAL INFORMATION SUMMARY**

## STUDENT ACCOMMODATION

### **INFORMATION ABOUT THE SERVICE**

Spirit's UFi Connect is an Ultra-Fast internet service (hence, UFi) which uses Fibre-optic access network to deliver high-speed Internet connectivity to your building, and then, via our switched Ethernet network, to the Network Boundary Point at your premises.

#### **Minimum Contract Term**

UFI Connect plans at College Square are available on a month-to-month basis, there are no lock-in contracts.

#### **Equipment Required**

At College Square 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](http://www.spirit.com.au/shop), which will be delivered to the reception at College Square. Spirit will only support Spirit-provided pre-configured Wi-Fi devices.

#### **Service Availability**

The service is only available for residents at College Square apartments. Not for resale. For residential use only.

#### **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 at College Square are pre-wired for Spirit UFi 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)

College Square Plans	12/12	25/25	50/50	100/100
<b>Monthly Plan Fee (Inc. GST)</b>	\$25.00	\$45.00	\$55.00	\$75.00
<b>Internet Speed</b>	12/12 Mbps	25/25 Mbps	50/50 Mbps	100/100 Mbps
<b>Included Data</b>	10 Gb	100 Gb	UNLIMITED	UNLIMITED
<b>Minimum Contract Term</b>	No lock-in contract, month-to-month service.			
<b>Setup/Activation Fee</b>				\$0
<b>Early termination Fee</b>				\$0*
<b>Total Minimum Cost (Inc. GST)</b>	\$25.00	\$45.00	\$55.00	\$75.00
<b>Unit Cost 1Mb of data included in plan</b>	\$0.25	\$0.045	\$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. Minimum cost is the first month fee of your chosen plan. Services are charged on a month-to-month basis, 1 month in advance. Services will continue billing on a monthly basis until notified in writing to [disconnection@spirit.com.au](mailto:disconnection@spirit.com.au). 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. Once data allowance is exceeded (only applies to plans with included data limit), the service will be shaped to a speed below 128kbps. Any unused data expires each month. 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. This information is a summary only. Spirit Full Standard Form of Agreement applies and available at [www.spirit.com.au/sfoa](http://www.spirit.com.au/sfoa)

### Usage Information

Customers can obtain information on their Broadband usage at [myaccount.spirit.com.au](http://myaccount.spirit.com.au)

### Excess Usage

Only download usage counts towards your monthly included data. There are no automatic excess usage charges on UFi. Instead, traffic beyond the included data will be slowed to 256kbps/128kbps.

## 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.

## How to Cancel

The services will continue charging month-to-month until you notify us in writing to [disconnection@spirit.com.au](mailto:disconnection@spirit.com.au). You can cancel any time, 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](http://www.spirit.com.au/contact) or call our Customer Service team on 1800 181 419 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](http://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](http://www.tio.com.au) or by calling 1800 062 058.