

# ***SPIRIT UFI - SMDU CRITICAL INFORMATION SUMMARY***

## **INFORMATION ABOUT THE SERVICE**

Spirit's UFi is an Ultra-Fast internet service (hence, UFi) which uses direct and bridged 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 (data point) at your premises.

### **Minimum Contract Term**

UFi SMDU plans are only available on 12-month contract. Setup fee is \$129 and includes pre-configured Wi-Fi router with the installation.

### **Equipment Required**

You will require an Ethernet WAN-compatible router at your premises. Spirit provides high-performance pre-configured Wi-Fi router with the installation at \$129. Spirit will only support Spirit-provided pre-configured Wi-Fi devices.

### **Service Availability**

The service is only available for residents in selected residential buildings. Not for resale. For residential use only.

## **KEY DETAILS**

UFi SMDU service provides symmetrical ultra-fast speeds of up to 100Mbps with UNLIMITED data, 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.

### **Standard inclusions**

- UNLIMITED Data
- High-performance Dual Band Gigabit Wi-Fi Router – configured, delivered, installed and tested.

## INFORMATION ABOUT THE PRICING (All Prices Include The GST)

Ufi SMDU Plans	25/25	50/50	100/100
<b>Monthly Plan Fee (Inc. GST)</b>	\$67.00	\$76.00	\$96.00
<b>Internet Speed</b>	25/25 Mbps	50/50 Mbps	100/100 Mbps
<b>Included Data</b>	UNLIMITED		
<b>Minimum Term</b>	12 months' contract		
<b>Setup/Activation Fee</b>	\$129. Includes Wi-Fi Gigabit Router, setup and delivery.		
<b>Early termination Fee</b>	\$199 or the lesser of the plan fee multiplied by the months remaining in contract*		
<b>Total Minimum Cost (Inc. GST)</b>	\$933 on 12 months' contract	\$1041 on 12 months' contract	\$1281 on 12 months' contract

\* 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 on a 12-month term is selected monthly plan cost multiplied by 12. An early termination fee of \$199 or the lesser of the plan fee multiplied by the months remaining applies while in contract. Once minimum contract is completed the services will continue billing on a monthly basis until notified in writing at [disconnection@spirit.com.au](mailto:disconnection@spirit.com.au). 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. Spirit Standard Form of Agreement applies and available at [www.spirit.com.au/sfoa](http://www.spirit.com.au/sfoa)

### Activation

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.

### Usage Information

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

### Excess Usage

All UFi SMDU plans have unlimited data. There is no excess usage.

## 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.

## How to Cancel

Once minimum contract is completed the services will continue billing on a monthly basis until notified in writing at [disconnection@spirit.com.au](mailto:disconnection@spirit.com.au)

## 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 1300 007 001 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.