

Spirit SKY-100

The Service

Service Description	Internet access service using fixed wireless technology
Product Features	100 Mbps upload / 100 Mbps download, Unlimited Data, Static IP included, Ethernet Hand-off, Bandwidth Guarantee
Options	-
Minimum Contract Term	12 months
Equipment Required	IP capable router, rooftop access, and permission to install radio equipment
Full Terms	<u>Spirit General Terms</u> <u>Spirit Service Level Commitments</u>

Pricing

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$664	\$2,500	\$11,514.80
24	\$604	\$1,495	\$17,590.10
36	\$549	\$795	\$22,614.90
48	\$549	\$0	\$28,987.20
Early Termination			100% of remaining contract value

Contact

For customer service, complaints, or dispute resolution:

If you have questions regarding your installation, an existing service or your bill you can reach us via the following options.



1300 007 001
(7 AM to 12 midnight AEST,
7 days a week)



support@spirit.com.au



spirit.com.au/contact-us

For Information On Broadband Services

www.commsalliance.com.au/BEP

Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman online at **www.tio.com.au** or by calling 1800 062 058.