

Spirit CALL

The Service

Service Description	Suits home office or private users. This package is perfect if you only have a couple of phones and just need a simple service. It's no frills, at a nice price.
Product Features	<ul style="list-style-type: none">▶ Unlimited calls to local, national, and mobile numbers (AU/NZ)▶ Includes a Yealink T19E2 handset▶ Call Forwarding Always▶ Call Forwarding Busy▶ Call Forwarding No Answer▶ Call Forwarding Not Reachable▶ Call Return▶ Call Transfer▶ Call Waiting▶ Voicemail Unified & Emailed▶ Basic Call Logs▶ Calling Line ID Delivery Blocking▶ Calling Name Delivery▶ Calling Number Delivery▶ Barge-in Exempt▶ Connected Line Identification Presentation▶ Connected Line Identification Restriction
Options	-
Minimum Contract Term	12 months
Equipment Required	Power-over-Ethernet switch or similar, IP capable network
Full Terms	Spirit General Terms Spirit Service Level Commitments

Pricing (Per User)

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$29.95	\$50	\$450.34
Early Termination			100% of remaining contract value

Call Rates

Calls made to local, national, and mobile numbers (AU/NZ) are included under this plan.

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.