

Spirit CONNECT

The Service

Service Description	This package gives you everything an on-premises enterprise phone service provides, just with less hardware — meaning lower support and maintenance costs.	
Product Features	<ul style="list-style-type: none"> ▶ Unlimited Huntgroups with Time-of-Day Routing ▶ Unlimited IVRs with Time-of-Day Routing, Unlimited Voicemail Inboxes ▶ Unlimited Virtual Park Users ▶ All porting, hosting and number setup fees included ▶ 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 ▶ Busy Lamp Field ▶ Desktop Softphone included (for calls only) ▶ Call Forwarding Selective ▶ Do Not Disturb ▶ Call Park ▶ Call Pickup ▶ Shared Call Appearance 10+ ▶ Multiple Call Arrangement ▶ BroadWorks Anywhere ▶ N-Way Call ▶ Automatic Hold/Retrieve (s) ▶ Alternate Numbers ▶ Call Notify ▶ Custom Ringback User ▶ Directed Call Pickup ▶ Directed Call Pickup with Barge-In ▶ Executive/Executive-Assistant ▶ MOH/VOH Enhancement (user) ▶ Pre-alerting Announcement ▶ Priority Alert (SASB) ▶ Push to Talk ▶ Selective Call Acceptance ▶ Selective Call Rejection ▶ Anonymous Call Rejection ▶ Automatic Callback ▶ Call Me Now ▶ Diversion Inhibitor ▶ Do Not Disturb ▶ Flexible Seating Guest ▶ Group Night Forwarding ▶ Speed Dial 100 ▶ Speed Dial 8 ▶ Group Paging ▶ Virtual On_net Enterprise Extensions ▶ Mobility Features ▶ Outlook Integration ▶ Sequential Ring ▶ Fax to e-mail 	
Options	Range of physical handsets available, choose between PAYG or Unlimited calls to local, national, and mobile numbers	
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

Contract Term (months)	Call Package	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	PAYG	\$20	\$500	\$814
12	Unlimited	\$35	\$500	\$1,012
Early Termination				100% of remaining contract value

Call Rates

If purchasing the Unlimited call pack with this plan, calls made to local, national, and mobile numbers (AU/NZ) are included.

If purchasing the PAYG call pack with this plan, the cost of a 2-minute standard national mobile call comes to 25 cents. Full call rates are available [here](#).

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.