

# Spirit Hosted IP PBX - IPTEL2

## The Service

<b>Service Description</b>	<p>IPTel is a hosted telephony system, available as-a-service on a monthly subscription basis, providing you with flexible phone solution for a fraction of the cost.</p> <p>Spirit IPTEL, powered by BroadSoft, is a world leading integrated IPTEL solution that gives you access to the latest Unified Communication and Collaboration (UCC) features and functions for a fixed monthly fee. Cloud-based UCC enables businesses to gain flexibility, reduce costs and risks associated with communications investments, and more effectively support remote branch-office and mobile workers.</p>
<b>Product Features</b>	<ul style="list-style-type: none"> <li>▶ Hunt Group</li> <li>▶ Auto Attendant</li> <li>▶ Voicemail</li> <li>▶ Receptionist Console</li> <li>▶ Call Centre capability</li> <li>▶ Cloud Call Recording capability</li> <li>▶ Global Presence</li> <li>▶ Telephony</li> <li>▶ Conferencing</li> <li>▶ Mobility</li> </ul>
<b>Minimum Contract Term</b>	24 months
<b>Equipment and Service Required</b>	IPTEL requires one of Spirit Business Multi VLAN Broadband Services. Where available, Spirit Fibre as the best preferred connection method. You will require an Ethernet router at your premises. If you do not already have one, Spirit can provide a suitable device at additional cost.
<b>Service Availability</b>	The service is not available in all areas or to all customers.
<b>Key Details</b>	IPTEL is delivered across Spirit's national On-Net Network, eliminating the hassle of dealing with isolated phone systems at different offices. It allows you to utilise a fully featured communication suite over the network without installing expensive, on-premises, PBX equipment.
<b>Installation</b>	Voice Termination Set up and Hardware charges apply. Installation charge will be quoted on an individual basis, as installation requirements differ site to site. Onsite Training is charged at \$110.00 per hour. Total installation and training TBA on case-by-case basis.
<b>Bundling with other Spirit products</b>	This product is available as an add-on to Spirit Business Broadband products, such as Spirit Air, Spirit Fibre, and Spirit EoC.

## Information About the Pricing (All pricing ex. GST)

Voice Channel pricing is affected by and depends on data infrastructure requirements, and is provided based on customer's location and data services available to premises.

Minimum Cost over the Contract Term: Minimum Cost is the combination of establishment/installation charges and total monthly charges multiplied by the Contracted Term.

## Call Rates

- ▶ 5c Flat Rate Local & National Calls
- ▶ 25c Flat Rate Calls to Mobiles
- ▶ 33c Flat Rate Calls to 12/1300 numbers
- ▶ 11c p/min Calls to Top 10 International landline numbers: Canada, China, Germany, Greece, Hong Kong, Ireland, New Zealand, Singapore, UK, USA, Other destinations rates available on [spirit.com.au/admin](http://spirit.com.au/admin)
- ▶ Call Billing: Minimum 30 seconds for all timed calls where a charged rate applies.

## Other Information

Full Terms	<a href="#">Spirit General Terms</a>   <a href="#">Spirit Service Level Commitments</a>
Usage Information	All Spirit Metro Fibre Ethernet Plans feature Unlimited and unmetered data. However, if you still require information about your current usage levels please contact Customer Service via online chat form or by calling 1300 007 001.
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 for 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.

## Contact

We are dedicated to excellence in servicing our business customers.

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](mailto:support@spirit.com.au)**



**[spirit.com.au/contact-us](http://spirit.com.au/contact-us)**

## 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](http://www.tio.com.au)** or by calling 1800 062 058.