

## CRITICAL INFORMATION SUMMARY

# Spirit Work From Home Bundle 2

Unified Communications / Collaboration for Home Workers with 4G data

## THE SERVICE

Service Description	Spirit's Work From Home Bundle 2 provides remote workers with full voice, video, conferencing, chat, screen share and file sharing capabilities, as well as a 4G WiFi modem with 100GB of monthly data
Product features	<ul style="list-style-type: none"> <li>Spirit Collaborate Softphone license with Unlimited calls to mobiles and landlines (AU/NZ)</li> <li>Spirit 4G 100GB Data SIM</li> <li>Spirit Huawei B525 LTE Modem with WIFI</li> </ul>
Options	<ul style="list-style-type: none"> <li>No physical handsets are offered with this bundle. Users are required to use a softphone. A range of Bluetooth headsets are available.</li> <li>Number porting is not included with this offer, but can be requested separately.</li> </ul>
Minimum contract term	0 months (no lock-in, cancel with 30 days' notice)
Equipment Required	Laptop, PC, or a smartphone
Full Terms	<a href="http://spirit.com.au/sfoa">spirit.com.au/sfoa</a>   <a href="http://spirit.com.au/sla">spirit.com.au/sla</a>

## KEY CONDITIONS

This is a special promotion and valid for six months from commencement. Following this period, pricing and terms may change, however customers will be advised with 30 days' notice of any pending changes to the plan and may opt out at any point.

This product is for business use only but not for resale.

## PRICING

Contract Term (months)	Call Package	Monthly Fee (ex-GST)	Setup Fee (ex-GST)	Minimum Charges (including GST)
0 (no lock-in)	Unlimited	\$118	\$199	\$348.70
Early Termination				100% of remaining contract value

## CALL RATES

Calls made to local, national, and mobile numbers (AU/NZ) are included. Full call rates including international calls are available [here](#).

## 4G DATA – EXCESS USAGE CHARGES

Bundle item	Monthly data allowance	Maximum monthly data	Excess data charges	Maximum data charges in a month
Spirit 4G 100GB Data SIM	100GB	250GB	\$15 per 1GB (ex-GST)	\$2,475 (inc. GST)

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- Data allowance is combined for both uploads and downloads, for example 20GB of uploads plus 80GB of downloads in a month would equal the cap of 100GB on this plan
- 4G data speeds are dependent on your location
- Spirit will send usage alerts at 50%, 80% and 100% of data usage for your 4G data plan
- If you reach the maximum limit of 250 Gigabytes of data usage in a month, your plan will be suspended
- Data does not roll over to the next month
- This plan is intended for business use only

## BROADBAND INFORMATION AND ADVICE

Information and advice to help consumers make informed decisions about broadband services can be found here: [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

## BILLING

Monthly, service charges are billed in advance and usage charges are billed in arrears.

## CONTACT

FOR CUSTOMER SERVICE, DISPUTE RESOLUTION, OR COMPLAINTS

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](http://spirit.com.au/contact)

## 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.

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### FULL COLLABORATION FEATURE LIST

- Product features
- 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
  - Presence
  - Instant Messaging
  - Video Calling
  - Integrated business calling Capabilities
  - Multi-Party Voice and Video Collaboration
  - Desktop Sharing
  - Click to Call
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