

# Spirit SKY-25

## THE SERVICE

<b>Service Description</b>	Internet access service using fixed wireless technology
<b>Product features</b>	25 Mbps download / 25 Mbps download, Unlimited Data, Static IP included, Ethernet Hand-off, Bandwidth Guarantee
<b>Options</b>	-
<b>Minimum contract term</b>	12 months
<b>Equipment Required</b>	IP capable router, rooftop access, and permission to install radio equipment
<b>Full Terms</b>	<a href="http://spirit.com.au/sfoa">spirit.com.au/sfoa</a>   <a href="http://spirit.com.au/sla">spirit.com.au/sla</a>

## PRICING

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$399	\$2,499	\$8,015.70
24	\$369	\$1,499	\$11,390.50
36	\$339	\$799	\$14,303.30
48	\$299	\$0	\$15,787.20
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](mailto:support@spirit.com.au)



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

## FOR INFORMATION ON BROADBAND SERVICES

[www.commsalliance.com.au/BEP](http://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](http://www.tio.com.au) or by calling 1800 062 058.