

Spirit SKY-500

THE SERVICE

Service Description	Internet access service using fixed wireless technology
Product features	500 Mbps download / 500 Mbps download, Unlimited Data, Static IP included, Ethernet Hand-off, Bandwidth Guarantee
Options	-
Minimum contract term	12 months
Equipment Required	IP capable router, rooftop access, and permission to install radio equipment
Full Terms	spirit.com.au/sfoa spirit.com.au/sla

PRICING

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$949	\$2,500	\$15,276.80
24	\$879	\$1,495	\$24,850.10
36	\$799	\$795	\$32,514.90
48	\$799	\$0	\$42,187.20
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



spirit.com.au/contact

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.