

Spirit COLLABORATE

THE SERVICE

Service Description	For any business wanting to leverage cutting-edge Technology This package has it all. From video and chat - to the ability to see at a glance who in your company is busy, on the phone or in a meeting.	
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 	<ul style="list-style-type: none"> • 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
Options	Range of physical handsets available, choose between PAYG or Unlimited calls to local, national, and mobile numbers (AU/NZ)	
Minimum contract term	12	
Equipment Required	Power-over-Ethernet switch or similar, IP capable network	

CRITICAL INFORMATION SUMMARY

PRICING

Contract Term (months)	Call Package	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	PAYG	\$30	\$500	\$946
12	Unlimited	\$45	\$500	\$1,144
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

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.