

# Spirit CONNECT

## THE SERVICE

<b>Service Description</b>	This package gives you everything an on-premises enterprise phone service provides, just with less hardware — meaning lower support and maintenance costs.	
<b>Product features</b>	<ul style="list-style-type: none"> <li>• Unlimited Huntgroups with Time of Day Routing</li> <li>• Unlimited IVRs with Time of Day Routing, Unlimited Voicemail Inboxes</li> <li>• Unlimited Virtual Park Users</li> <li>• All porting, hosting and number setup fees included</li> <li>• Call Forwarding Always</li> <li>• Call Forwarding Busy</li> <li>• Call Forwarding No Answer</li> <li>• Call Forwarding Not Reachable</li> <li>• Call Return</li> <li>• Call Transfer</li> <li>• Call Waiting</li> <li>• Voicemail Unified &amp; Emailed</li> <li>• Basic Call Logs</li> <li>• Calling Line ID Delivery Blocking</li> <li>• Calling Name Delivery</li> <li>• Calling Number Delivery</li> <li>• Barge-in Exempt</li> <li>• Connected Line Identification Presentation</li> <li>• Connected Line Identification Restriction</li> <li>• Busy Lamp Field</li> <li>• Desktop Softphone included (for calls only)</li> <li>• Call Forwarding Selective</li> <li>• Do Not Disturb</li> <li>• Call Park</li> <li>• Call Pickup</li> <li>• Shared Call Appearance 10+</li> <li>• Multiple Call Arrangement</li> <li>• BroadWorks Anywhere</li> </ul>	<ul style="list-style-type: none"> <li>• N-Way Call</li> <li>• Automatic Hold/Retrieve (s)</li> <li>• Alternate Numbers</li> <li>• Call Notify</li> <li>• Custom Ringback User</li> <li>• Directed Call Pickup</li> <li>• Directed Call Pickup with Barge-In</li> <li>• Executive/Executive-Assistant</li> <li>• MOH/VOH Enhancement (user)</li> <li>• Pre-alerting Announcement</li> <li>• Priority Alert (SASB)</li> <li>• Push to Talk</li> <li>• Selective Call Acceptance</li> <li>• Selective Call Rejection</li> <li>• Anonymous Call Rejection</li> <li>• Automatic Callback</li> <li>• Call Me Now</li> <li>• Diversion Inhibitor</li> <li>• Do Not Disturb</li> <li>• Flexible Seating Guest</li> <li>• Group Night Forwarding</li> <li>• Speed Dial 100</li> <li>• Speed Dial 8</li> <li>• Group Paging</li> <li>• Virtual On_net Enterprise Extensions</li> <li>• Mobility Features</li> <li>• Outlook Integration</li> <li>• Sequential Ring</li> <li>• Fax to e-mail</li> </ul>
<b>Options</b>	Range of physical handsets available, choose between PAYG or Unlimited calls to local, national, and mobile numbers (AU/NZ)	
<b>Minimum contract term</b>	12	
<b>Equipment Required</b>	Power-over-Ethernet switch or similar, IP capable network	
<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)	Call Package	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
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## CRITICAL INFORMATION SUMMARY

12	PAYG	\$20	\$500	\$814
12	Unlimited	\$35	\$500	\$1,012
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](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.