

Spirit Mobile 40

The Service

Service Description	Spirit Mobile 40 is a post-paid mobile service using Australia's highest quality and most reliable wholesale network TELSTRA to offer our customers great coverage and value for all business mobile needs
Minimum Monthly Charges	\$40
Maximum Early Termination Charges	\$240
Minimum Contract Term	12 Months
Inclusions	<ul style="list-style-type: none"> ▶ Unlimited local, national and mobile calls to Australian numbers. ▶ Calls to 13, 1800, 1300. ▶ Voicemail deposits and retrievals. ▶ 15 GB of included data per month (\$0.0026 per MB). ▶ 7am – 12am customer care 7 days.
Exclusions	<ul style="list-style-type: none"> ▶ Calls to premium numbers, calls to satellite numbers, call forwarding and content charges (including third party charges).
Options	<ul style="list-style-type: none"> ▶ Range of mobile handsets available on request. ▶ Excess data charged in 1GB blocks at \$10 (including GST) each. ▶ A maximum of 5 additional blocks will automatically added during a single billing cycle. If the 5th additional data block is consumed during the billing cycle, data services will be suspended for that user. ▶ Additional data banks are available for a once-off fee. <ul style="list-style-type: none"> ○ Data Banks are only available on Spirit Mobile fleet plans. ○ Spirit Mobile fleet plans require at least one Data Bank purchase. Changes to this initial Data Bank can be made at any time and apply to the next billing cycle. Additional Data Banks can be purchased on demand and apply to the current billing cycle. ○ Once activated, Data Banks aggregate across your eligible voice mobile services. Refer to the Data Bank Add-ons Critical Information Summary for more information. ▶ A 1 Day International Roaming Call Pack addon is available for \$10 (including GST) per day, from the following global destinations - Austria, Canada, China, Croatia, Fiji, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Philippines, Portugal, Republic of Korea, Singapore, Spain, Sri Lanka, Switzerland, Thailand, Macedonia (Former Yugoslav Rep), UK, USA, Vanuatu & Vietnam.

International Roaming	<ul style="list-style-type: none"> ▶ 1 Day International Roaming Travel Pack add-on are available for \$10 (including GST) per day and includes the following <ul style="list-style-type: none"> ○ 30 International Roaming minutes ○ 30 International Roaming SMS ○ 150MB Data ▶ If the 1 Day International Roaming Travel Pack add-on inclusions are exhausted within the same day, an additional and subsequent 1 Day International Roaming Call Packs add-on will automatically be applied. This will incur an additional \$10 (including GST) service fee on each add-on transaction. ▶ Spirit Mobile's standard call, message, and data rates do not apply when you are overseas. If you would like to continue using the service when you are abroad you can purchase the 1 Day International Roaming Travel Pack add-on from us. International Roaming isn't available in all countries, so be sure to check that we cover your intended destinations by visiting https://spirit.com.au/wp-content/uploads/documents/Mobile-International-Roaming.pdf ▶ If you do not purchase a 1 Day International Roaming Pack add-on or visit a destination that is not supported, you will be charged at standard International roaming rates.
Equipment Required	You will need a mobile handset to use the service, which you can purchase through Spirit or bring your own.
Full Terms	spirit.com.au/sfoa spirit.com.au/sla
Spirit Mobile Service Schedule	spirit.com.au/mobile-service-schedule

Call Rates and Other Charges

Follow the links below for information on call charges and International Roaming.

Charge Type
Mobile International Dialling Direct
Mobile Other Charges
Mobile International Roaming

Pricing

Mobile Plan

Plan	Contract Term (months)	Monthly Fee (including GST)	Excess Data Charge (per GB)	Minimum Charges (including GST)
Spirit Mobile 40	12 months	\$40	\$10 (\$0.01 per MB)	\$480
Early Termination				50% of remaining contract value

Full Feature List

Product Features	<ul style="list-style-type: none">▶ Call waiting▶ National 3G voice▶ National 3G/4G data	<ul style="list-style-type: none">▶ Voicemail▶ IDD calling▶ Auto-block charging▶ Real-time spend control
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Contact

For customer service or complaints

If you have questions regarding your installation, an existing service or your bill you can reach us via the following options.



1300 760 300
(7 AM to 12 midnight, AEST, 7 days a week)



mobile.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.