

Spirit Mobile 100

THE SERVICE

Service Description	Spirit Mobile 100 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	\$100
Maximum Early Termination Charges	\$600
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. • 80 GB of included data per month (\$0.00125 per MB). • 7am – 12am customer care 7 days. • Unlimited calls to 15 international destinations – Canada, China, Germany, Hong Kong, India, Indonesia, New Zealand, South Korea, UK, USA, Bangladesh, Ireland, Pakistan, Singapore, Thailand.
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.
International Roaming	<ul style="list-style-type: none"> • 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 an International Roaming pack 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 an International Roaming pack you will be charged at standard International roaming rates. • International roaming packs are available for \$15 (including GST) per day with unlimited voice and text, and 200 MB data per day in selected countries. If you use all the included data, an additional data pack of 200 MB is automatically applied for \$15 (including GST) per day.
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 100	12 months	\$100	\$10 (\$0.01 per MB)	\$1,200
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.