



Media Release  
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## SPIRIT TELECOM CUSTOMERS GO FOR SPEED

### *The vast majority of Spirit customers choose plans much faster than NBN*

**Spirit Telecom Limited (ASX: ST1) (“Spirit”)** today released a comparative breakdown of customer speeds, following the NBN claim that there is a resistance by customers to take up higher speeds.

Spirit, recognised as Australia’s “Fastest overall ISP” by PCMag in 2015, delivers superfast Internet to businesses and residential buildings, throughout Melbourne, Sydney, Brisbane and Gold Coast.

As depicted in the Table below, the split of Spirit customers choosing plans, with download speeds greater than 25Mbps, is 61% compared with NBN’s 16%, as at December 2016.

	As at 31-Dec-16	
Download speed mix (Mbps)	NBN	Spirit
25 or less	84%	39%
50 or greater	16%	61%
<i>Total</i>	<i>100%</i>	<i>100%</i>

Source of data: NBN 2017 Half Year results and Spirit data

Spirit offers only symmetrical speeds (for example 25/25, 50/50, 100/100, 200/200Mbps) and plans are usually unlimited data consumption.

In 2016, Spirit launched 400/400Mbps at Freshwater Place Apartments (FWP), making it our fastest symmetrical speed building in Australia. Spirit 400 enables all apartments in FWP to have access to consistent, unlimited data, running at a superfast speed of up to 400/400\* Mbps, regardless of which floor or location that the ISP is being accessed.

#### **Managing Director of Spirit Telecom, Geoff Neate, said:**

“Spirit’s network gets tested daily by the increased traffic volume and demands of our customer base. There is no question that the consumers we speak to want speeds a lot higher than 12 or 25Mbps downloads.”

“To stream, say, Netflix in UHD-TV it is recommended to have a minimum 25 Mbps download speed. And that is before the user adds any other device, such as tablet, laptop or phone to their connection. So we are well aware that our customers have a ravenous appetite for fast internet”

“As Spirit is independent of the NBN network there is less contention, brought about by NBN’s CVC charges. That means that our customers are more likely to have an overall better internet experience.”



## **About Spirit**

**Spirit Telecom Limited** is a modern telecommunications provider of ultra-fast Internet access and telephony services.

A fast growing niche Telecommunications Carrier, Spirit is focused on supplying fibre based broadband services to multi-dwelling user locations including residential, business, student accommodation, community housing and business parks.

Spirit was voted as being Australia's fastest Internet Service Provider (ISP) for 2015 by PCMag.com.

In December 2016 Spirit acquired Phone Names Marketing Pty Ltd. Phone Names owns and sells inbound 13, 1300 and 1800 smart numbers, including Domino's Pizza (1300 DOMINOS), Harvey Norman (1300 GO HARVEY) and Vodafone (1300 VODAFONE).

With more than 10-year brand awareness, Spirit prides itself on delivering real service to its Australian residential and commercial customers and provides customers with the highest quality product.

For more information please visit [www.spirit.com.au](http://www.spirit.com.au)

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