

# NBN Enterprise Ethernet 500 CoS-H

## THE SERVICE

<b>Service Description</b>	The NBN Enterprise Ethernet product is a business grade symmetrical bandwidth fibre service through Australia's National Broadband Network.
<b>Product features</b>	Class-of-Service High (Dedicated bandwidth) Symmetrical 500 Mbps up and download
<b>Options</b>	A 4G Backup service is available on request
<b>Minimum contract term</b>	12
<b>Equipment Required</b>	-
<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

Additional build charges may apply depending on location. Any applicable fees will be advised.

### Zone: CBD

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$1,520	\$6,500	\$27,214.00
24	\$1,367	\$1,750	\$38,013.80
36	\$1,294	\$0	\$51,242.40
60	\$1,227	\$0	\$80,982.00
Early Termination			100% of remaining contract value

### Zone: 1

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$1,707	\$6,500	\$29,682.40
24	\$1,540	\$1,750	\$42,581.00
36	\$1,454	\$0	\$57,578.40
60	\$1,380	\$0	\$91,080.00
Early Termination			100% of remaining contract value

### Zone: 2

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$2,007	\$6,500	\$33,642.40

## CRITICAL INFORMATION SUMMARY

24	\$1,807	\$1,750	\$49,629.80
36	\$1,707	\$0	\$67,597.20
60	\$1,620	\$0	\$106,920.00
Early Termination			100% of remaining contract value

### Zone: 3

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
12	\$2,374	\$6,500	\$38,486.80
24	\$2,140	\$1,750	\$53,110.00
36	\$2,020	\$0	\$79,992.00
60	\$1,920	\$0	\$126,720.00
Early Termination			100% of remaining contract value

## 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 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.