

# NBN Enterprise Ethernet 500 CoS-L

## 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 Low (Best Effort) Symmetrical 500 Mbps up and download
<b>Options</b>	Class-of-Service High (dedicated bandwidth) is available on request 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	\$1,127	\$6,500	\$22,026.40
24	\$1,014	\$1,750	\$28,694.60
36	\$960	\$0	\$38,016.00
60	\$914	\$0	\$60,324.00
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	\$1,320	\$6,500	\$24,574.00
24	\$1,187	\$1,750	\$33,261.80
36	\$1,120	\$0	\$44,352.00
60	\$1,067	\$0	\$70,422.00
Early Termination			100% of remaining contract value

### Zone: 2

Contract Term (months)	Monthly Fee (ex-GST)	Installation Fee (ex-GST)	Minimum Charges (including GST)
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## CRITICAL INFORMATION SUMMARY

12	\$1,634	\$6,500	\$28,718.80
24	\$1,467	\$1,750	\$40,653.80
36	\$1,387	\$0	\$54,925.20
60	\$1,320	\$0	\$87,120.00
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	\$2,007	\$6,500	\$33,642.40
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

## 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.