

# NBN Broadband Internet

## The Service

<b>Service Description</b>	This service provides Internet access via the National Broadband Network (NBN) to your premises. The National Broadband Network (NBN) is a national communications infrastructure being built by NBN Co on behalf of the Federal Government. The current Federal Government has committed to build a mixed technology network (also referred to as the multi-technology mix, or MTM), with some houses connecting to the core network using fast fibre-optic cable and others using the existing copper phone lines.
<b>Product Features</b>	<ul style="list-style-type: none"> <li>▶ Unmetered data</li> <li>▶ Speeds (12-100Mbps, depending on chosen plan)</li> <li>▶ Static IP</li> <li>▶ Ethernet hand-off to customer premises equipment. Depending on delivery type, via NBN-managed NTU (property of NBN) and/or Spirit-managed router (property of Spirit).</li> <li>▶ Consumer SLA</li> </ul>
<b>Minimum Contract Term</b>	18 months
<b>Equipment Required</b>	You will require an Ethernet router at your premises. If you do not already have one, Spirit can provide a suitable device at additional cost.
<b>Service Availability</b>	The service is not available in all areas or to all customers. It is only available to eligible business customers located in buildings connected to national broadband network infrastructure and available to Spirit. To see if your address is in coverage, please check via <a href="https://www.nbnco.com.au/connect-home-or-business/check-your-address">https://www.nbnco.com.au/connect-home-or-business/check-your-address</a>
<b>Key Details</b>	<p>This service provides broadband speeds of up to 100Mbps, depending on the chosen plan. The nominated network access speed profile is delivered to the active Ethernet port. Local network and Wi-Fi performance subject to end-user equipment.</p> <p>The actual speeds you experience depend on many factors, including your equipment, the number of end-users, the source of the data and the applications in use.</p>
<b>Activation</b>	Standard activation provides the service to the hand off point of demarcation (Active Ethernet Port). You must install a compatible router or firewall and any cabling required after the hand off point.
<b>Bundling with other Spirit products</b>	A range of Bundling options is available with this service, please enquire with us.

## Information About the Pricing (All pricing ex. GST)

Installation and plan pricing is affected by and depends on data infrastructure requirements and is provided based on customer's location and data services available to premises.

Minimum Cost over the Contract Term: Minimum Cost is the combination of establishment/installation charges and total monthly charges multiplied by the Contracted Term.

## Early Termination Fee

If you cancel the service during the contract term, early termination fees may apply. This is calculated by multiplying the total monthly charges by the remaining months of the contract term.

## Other Information

Full Terms	<a href="#">Spirit General Terms</a>   <a href="#">Spirit Service Level Commitments</a>
Usage Information	All Spirit NBN Broadband Internet Plans feature Unlimited and unmetered data. However, if you still require information about your current usage levels please contact Customer Service via online chat form or by calling 1300 007 001.
Email Billing	Spirit is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$2.50 incl. GST. To opt in for paper billing, please contact Customer Service.
Payment Method	Payment by Direct Debit from a bank account is free of surcharges, with the exception of AMEX at 1.9%. Charges apply for other payment methods. For details see the Schedule of Fees & Charges on our website or contact Customer Service.

## Contact

We are dedicated to excellence in servicing our business customers.

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-us](https://spirit.com.au/contact-us)**

## 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](https://www.tio.com.au)** or by calling 1800 062 058.