



# Critical Information Summary

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.

## Other Fibre Broadband

Monthly Data Quota	Speed Tier <sup>1</sup>	Typical Evening Speeds <sup>1</sup> (Download/Upload Mbps)	Minimum Monthly Charge	Total Minimum Cost (1 Month)
Unlimited	Lightspeed 1000 / 100	860/85	\$109.00	\$109.00
Unlimited	Megaspeed 750 / 50	750/40	\$104.00	\$104.00
Unlimited	Family Max 500 / 50	500/40	\$95.00	\$95.00
Unlimited	Creator 250/100	250/85	\$99.00	\$99.00
Unlimited	Power Home 100 / 40	95/34	\$99.00	\$99.00
Unlimited	Family 100/20	95/17	\$95.00	\$95.00
Unlimited	Extra Value 50 / 20	50/17	\$85.00	\$85.00
Unlimited	Everyday 25 / 5	25/4	\$72.00	\$72.00

<sup>1</sup>The speed tier figures in our advertising represent the maximum possible speeds available during off-peak periods. Please visit the ACCC website for further information on plan names (standard, Standard Plus, and Premium) and what they mean at: [Broadband speeds | ACCC](#)

<sup>2</sup>Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain. WiFi connected devices may have slower speeds than Ethernet connected devices.

### Information about the Service

Superloop's Fibre Broadband service delivers high-speed broadband internet over one of our partner networks' Fibre Optic Infrastructure to the Network Boundary Point at your premises. The network partner for this service will depend on your address. You can check the network that services your address on the Superloop website or by calling our Sales Team on 1800 578 737.

Fibre services include Fibre-to-the- premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-Riser (FTTR), Hybrid Fibre Coax (HFC) and Fibre-to-the-basement (FTTB) connections.

### Mandatory Component of the Service

There are no mandatory components of the Superloop Fibre Broadband service. For FTTP, FTTR and FTTN connections, an in-place copper telephone line will be required from the MDF in your building basement. Superloop Fibre Broadband services are supplied as pure standalone broadband services including a VoIP Direct In Dial Number (DID) so you can either port your current home phone number to Superloop (if you have one) or we can assign you a new one. This VoIP service can be used to make and receive phone calls over your Superloop Broadband service.

Call charges apply. If you cancel your Superloop Fibre Broadband service, access to your Home Phone (VoIP) service will be cancelled also.

### Minimum Term

1 month with \$0.00 activation fee.

Optional Unlimited Home Phone: 1 Month

### Limitations/Qualifications for the Service

Superloop Fibre Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Superloop website to check your service availability or contact our Residential Sales Team on 1800 578 737. Customer Service Guarantee does not apply to the Home Phone service.

### About Speeds

The speed tier for your service is the theoretical maximum speed of the access line connecting your premises to our partner network. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, please visit our website.

### Information About Pricing

#### Optional Unlimited Home Phone Call Pack

Superloop Residential home phone cost and terms can be viewed here: [Superloop Home Phone CIS](#)

## Other Charges

Where advertised as such the broadband activation fee only is free. A charge of up to \$550 may be applied for installations. Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Phone Line Activation Fees or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

## Billing

Superloop Fibre Broadband services are charged for the full month in-advance and are non-refundable (Superloop does not offer prorata).

## Failed Payment Fee

A failed payment fee of \$10 will be applied if payment is not made by the due date. If the failed payment fee is not paid after being notified, Superloop may suspend or restrict your service.

## Credit Card Surcharge

A 1% surcharge applies to all payments by card. You can pay by Direct Debit from your bank to avoid this charge.

## Cancelling Your Plan

You can cancel your plan at any time for free by giving us 30 days notice. This can be done by phone, email or live chat. If you contact us via email to process a cancellation, for security reasons, we will contact you over the phone before processing your cancellation. If you are unable to contact us over the phone, please reach out to us on live chat for assistance.

## Payment

Acceptable payment methods include: Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and AutoDebit from a Credit/Debit card (Visa or MasterCard only) or Bank Account Direct Debit. Superloop does not accept Cheque payments, or Bank Deposits.

## Data Usage Charges

No excess usage charges will apply on your Superloop Fibre Broadband service. Superloop customers can obtain data usage information at <https://superhub.superloop.com/>

## Data Usage Charges

A single Static IP address is available upon request for an additional monthly fee on all residential Superloop Fibre Broadband plans.

## Data & Speed Tier Plan Changes

You may request to change your data plan and/or speed tier once per month at any time, at no cost, which will take effect immediately.

You can call Superloop, or request the change online through the Superloop Superhub portal at <https://superhub.superloop.com/>

## Hardware

To ensure the optimum performance of, and levels of support for your Internet service, Superloop strongly recommends the use of a Superloop supplied and approved modem. To see the full range of supported Superloop hardware, please see the pricing schedule at <https://superloop.com/terms>

## Other Information

### Data Usage Information

Data usage is calculated with Downloads or Uploads. Superloop customers can obtain data usage information at <https://superhub.superloop.com/>

### Acceptable Use

Superloop Home Fibre Broadband plans are intended and tailored for personal household use only. It is not recommended to use Superloop Home Fibre Broadband services for corporate or business purposes.

### Email Address

This product is an internet-only service. Superloop does not offer an email address service with this product.

### Typical Data Usage

You can view how much data quota is typically consumed by the most common internet usage types at <https://superloop.com/terms>

### Customer Service Contact

Please call us on 1800 57 87 37 or contact us on Message function on

<https://www.superloop.com/internet/fibre> if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account.

### Broadband Education

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website. <https://www.commsalliance.com.au/BEP>

### Complaints and Disputes

If you are not happy with your service, you can follow our dispute resolution process <https://www.superloop.com/lodge-a-complaint>. More details are available in our Complaints Handling Policy which is accessible at <http://superloop.com/terms>

### Further Investigation

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at [www.tio.com.au/aboutus/contact-us](http://www.tio.com.au/aboutus/contact-us)

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