



Critical Information Summary

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

Fixed Wireless Home Broadband

Monthly Data Quota	Maximum Access Service Speed	Typical Evening Service Speed ¹	Minimum Monthly Charge	Total Minimum Cost (1 Month)	Total Minimum Cost (12 Month)
	Standard				
Unlimited	50 Mbps ↓ 5 Mbps ↑	43.8 Mbps	\$59.95	\$308.95	\$909.35
	Premium Plus ²				
Unlimited	250 Mbps ↓ 250 Mbps ↑	225 Mbps	\$89.95	\$338.95	\$1,269.35
	Premium ²				
Unlimited	125 Mbps ↓ 125 Mbps ↑	110 Mbps	\$59.95	\$308.95	\$909.35

¹Typical Evening Service Speed indicates download speed and is measured between 7pm - 11pm. Superloop 50/5 plans have an upload speed of between 1-5 Mbps. Superloop Premium plans have an upload speed of between 25-125Mbps. Superloop Premium Plus plans have an upload speed of between 50-250Mbps Actual speed may vary due to a variety of different reasons, see the Fixed Wireless Service Speeds section for more information.

Information about the Service

Superloop Fixed Wireless Home Broadband is an internet only product.

Minimum Term

1 month, 12 months.

Early Termination Charge (ETC)

Plan	Maximum ETC
1 Month	\$0
12 Month	up to \$250

The ETC is calculated as (Months Remaining on Minimum Term x Plan Minimum Monthly Charge) and is capped at the Maximum ETC set out above.

Other Fixed Wireless Charges

For a full list of Fixed Wireless Charges you can view the Fixed Wireless pricing schedule located at <https://superloop.com/terms>

Important Service Condition

The Superloop installed antenna remains the property of Superloop.

Service Availability & Requirements

Premium and Premium Plus speeds are only available in certain fixed wireless enabled areas, additional qualification checks and an attended site survey will need to be performed to determine the availability of Premium speeds at your property.

If your property can't support the ordered speed tier at the time of installation or in the future, you can lower your plan speed tier at no cost or withdraw your service order.

Fixed Wireless Service Speeds

All speeds are best effort and are not guaranteed. The maximum access service speed describes the theoretical maximum speed attainable by the Superloop Installed Antenna (modem) at the highest transmission rate of the wireless network made possible by the technology. Factors such as distance, environmental, or technical limitations may prevent the fixed wireless signal from achieving maximum speeds. For factors that can affect the overall transmission rate between the Superloop Network Tower and the Superloop Installed Antenna you can visit <https://hbbsupport.superloop.com/hc/en-au>

In addition, below are factors which can affect the speeds received by your devices within your home (Local-Area-Network (LAN)):

- Connecting to the router via WiFi instead of an Ethernet LAN cable (most common).
- Performance and configuration of your network equipment (such as routers, switches, WiFi extenders, power-line adapters, or hardware firewalls).
- The performance and configuration of any third party network equipment
- The number of users simultaneously accessing the local network and/or internet service at any one time.
- The use of VPN software installed on your end device(s) or network equipment.

Information about Pricing

All prices in this summary are inclusive of GST.

Installation and Activation Fees

In addition to the monthly charge (and router cost if purchased), customers will be invoiced for the following:

Minimum Term	Installation Fee
1 Month	\$249
12 Month	\$189.95

Where suitable existing Superloop equipment is available at your property, an Activation Fee will be applied instead of an Installation Fee.

Minimum Term	Activation Fee
1 Month	\$99.95
12 Month	\$49.95

Installer site appointments are required for both installations and activations.

Extra Charges

On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service, or may require additional materials to be provided. If additional labour, materials or equipment hire are required, a quote will be provided and must be accepted before the installation work can commence.

If the quote is not accepted, the order will be cancelled without penalty.

Relocation of Service Address

Relocation Setup	Cost
Standard Relocation	\$199.95

If you are within your Minimum Term, and you relocate to an address that Superloop cannot service then an early termination charge (ETC) will apply.

If you choose not to relocate the service for any reason including where Extra Charges will apply, then an ETC will apply.

Equipment

An eWAN WiFi Router is required for the service to work. You may choose to Bring-Your-Own (BYO) eWAN WiFi Router, or you may choose to purchase one from Superloop for an additional fee, for full hardware pricing see our pricing schedule at <https://superloop.com/terms>

Billing

Service(s) are charged for the full month in-advance and are non-refundable (Superloop does not offer pro-rata).

Invoices are sent via email only (paper not available).

Payment

You can select your preferred payment method upon signup, or at a later stage through the Superloop Superhub portal at <https://superhub.superloop.com/>

Acceptable payment methods; BPAY, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and Automatic Debit from a Credit/Debit card (Visa or MasterCard only).

Superloop does not accept Cheque, EFT, Direct Deposit, or Direct Debit.

Plan Changes

You can request to change your plan once per month at no cost, which will take effect at the beginning of the next billing cycle. You can make this request by calling Superloop, or online through the Superloop Superhub portal at <https://superhub.superloop.com/>

Other Information

Data Usage Information

You can obtain your data usage information by logging into Superloop Superhub portal at <https://superhub.superloop.com/>

Acceptable Use

Superloop Home Broadband plans are intended for personal household use only and should not be used for corporate or business purposes.

Customer Service Contact

Please visit <https://hbbsupport.superloop.com/hc/en-au> 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.

If you have a service complaint or an account dispute that you feel has not been resolved by customer service contact means and wish to take the matter further, you can visit <https://superloop.com/terms> for contact details and information on how to raise a formal complaint.

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 tio.com.au/about-us/contact-us

Further Information

For further information, you can visit the Superloop website at <https://superloop.com>

These terms and conditions apply in addition to the Superloop Standard Form of Agreement, which is available at <https://superloop.com/terms>