



Critical Information Summary

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

nbn Home Broadband

Monthly Data Quota	nbn Speed Tier ²	Typical Evening Download / Upload Speed ¹	nbn Speed Tier Max Upload Speed ¹	Minimum Monthly Charge	Cost Per GB	Total Minimum Cost (1 Month)
Unlimited	Lightspeed nbn	860/42 Mbps	20-50 Mbps	\$109.00	-	\$109.00
Unlimited	Superfast Plus nbn	250/84 Mbps	80-100 Mbps	\$99.00	-	\$99.00
Unlimited	Superfast nbn	250/21 Mbps	10-25 Mbps	\$104.00	-	\$104.00
Unlimited	Power home nbn	100/34 Mbps	20-40 Mbps	\$99.00	-	\$99.00
Unlimited	Family nbn	100/17 Mbps	10-20 Mbps	\$95.00	-	\$95.00
Unlimited	Extra Value nbn	50/17 Mbps	10-20 Mbps	\$85.00	-	\$85.00
Unlimited	Everyday nbn	25/8.5 Mbps	4-10 Mbps	\$72.00	-	\$72.00

¹ Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload 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. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Superfast nbn and Lightspeed nbn are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices.

² Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at: [accc.gov.au/consumers/internet-landline-services/broadband-speeds](https://www.accc.gov.au/consumers/internet-landline-services/broadband-speeds)

Service Description

Superloop nbn Home Broadband services are a stand-alone internet only product which is provided over the nbn network. This plan range does not form part of a bundle.

Minimum Term

1 month with \$0.00 activation fee.

Early Termination Charge (ETC)

Plan	Maximum ETC
All Superloop Home Broadband Plans	\$0

Other nbn Charges

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

Service Availability & Requirements

Superloop nbn Home Broadband plans are only available in certain nbn enabled areas (Excluding nbn Fixed Wireless areas).

If you require WiFi within your property, you will need an nbn compatible Ethernet WAN (eWAN)

WiFi router for nbn Fibre-to-the-Premises (FTTP) (Also known as Fibre-to-the-Home (FTTH), nbn Fixed Wireless, Hybrid Fibre Coaxial (HFC), or Fibre to the Curb (FTTC), or you will need an nbn Compliant VDSL2 Modem Router for nbn Fibre-to-the-Node (FTTN), or Fibre-to-the-Building (FTTB) nbn technology types.

nbn Service Speeds

For more information on factors that can affect speeds over the nbn network to the premises, you can visit the information at: [About nbn speeds](#)

Pricing Information

All prices in this summary are inclusive of GST.

Setup Fees

Contract Length	Setup Cost
1 Month	\$0

NBNco New Development Fee & Subsequent Installation Charge

As of the 2nd of April 2016, NBNco have implemented a \$300 'nbn New Development Fee' to be charged on the first connection to a premises in an NBNco designated 'New Development Area'.

Hardware

To see the full range of supported Superloop hardware, please see the pricing schedule at <https://superloop.com/terms>

Billing

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

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 nbn Home Broadband Service(s).

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. You can pay by Direct Debit from your bank to avoid these fees.

Cancelling Your Plan

You can cancel your account at any time 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 Auto-Debit from a Credit/Debit card (Visa or MasterCard only) or Bank Account Direct Debit.

Superloop does not accept Cheque payments, or Bank Deposits.

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 section portal at <https://superhub.superloop.com/>

Carrier Grade Network Address Translation (CGNAT)

Where CGNAT is available, your IP address will default to using CGNAT, unless you specifically request to opt out of CGNAT, which may be approved by Superloop in its discretion. When

opting out of CGNAT, a dynamic public IP address will be assigned to the service, however, you may request a static public IP address (at additional cost).

Static IP

A single Static IP address is available upon request for the additional monthly fee on all residential Superloop nbn plans.

Core Plan Add-Ons	Additional Monthly Fee
Static IP	\$5 (inc. GST)

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 nbn Home Broadband plans are intended and tailored for personal household use only. It is not recommended to use Superloop nbn Home 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.

Customer Service Contact

Please call us on 1800 57 87 37 or contact us on Message function at <https://www.superloop.com/internet/nbn>.

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.

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 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 <https://www.tio.com.au/contact-us>

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