



Critical Information Summary

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

nbn Home Broadband

| nbn Speed Tier ² | nbn Speed Tier Max Download Speed ² (Mbps) | nbn Speed Tier Max Upload Speed ² (Mbps) | Typical Evening Download / Upload Speed ¹ (Mbps) | Minimum Monthly Charge | Total Minimum Cost (1 Month) |
|-----------------------------|---|---|---|------------------------|------------------------------|
| Hyperspeed nbn (FTTP) | 2000 | 200 | Unknown ³ | \$165.00 | \$165.00 |
| Hyperspeed nbn (HFC) | 2000 | 100 | Unknown ³ | \$165.00 | \$165.00 |
| Lightspeed nbn | 1000 | 100 | 860/85 | \$109.00 | \$109.00 |
| Creator nbn | 250 | 100 | 250/85 | \$99.00 | \$99.00 |
| Megaspeed nbn | 750 | 50 | Unknown ³ | \$104.00 | \$104.00 |
| Family Max nbn | 500 | 50 | 500/42.5 | \$95.00 | \$95.00 |
| Power home nbn | 100 | 40 | 100/34 | \$99.00 | \$99.00 |
| Family nbn | 100 | 20 | 100/17 | \$95.00 | \$95.00 |
| Extra Value nbn | 50 | 20 | 50/17 | \$85.00 | \$85.00 |
| Everyday nbn | 25 | 10 | 25/8.5 | \$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. Family Max, Creator, Lightspeed and Hyperspeed nbn are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices.

² 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: [accc.gov.au/consumers/internet-landline-services/broadband-speeds](https://www.accc.gov.au/consumers/internet-landline-services/broadband-speeds). Hyperspeed nbn available from 19.09.2025.

³ This is a new NBN service and we do not yet have sufficient performance data to calculate the Typical Evening Speeds. Once sufficient data is available, we will update this information on our website.

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.

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

A compatible router at your premises. You can choose to supply and manage your own router or request a modem from Superloop subject to the Modem Payout Fee (See Information about Pricing Below).

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

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 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>

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

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 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>

This is a summary only.

The full legal terms are available at <https://superloop.com/terms>