



Critical Information Summary

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.
nbn Home Fixed Wireless Broadband

Monthly Data Quota	nbn Speed Tier ²	Typical Evening Speeds ¹ Download/Upload	nbn Speed Tier Max Upload Speed ²	Minimum Monthly Charge	Cost Per GB	Total Minimum Cost (1 Month)
Unlimited	NBN Fixed Wireless Plus (100/20 Mbps)	80/12 Mbps	8-20 Mbps	\$92.00	-	\$92.00
Unlimited	NBN Fixed Wireless Home Fast (250/20 Mbps)	160/12 Mbps	8-20 Mbps	\$98.00	-	\$98.00
Unlimited	NBN Fixed Wireless Superfast (400/40 Mbps)	250/15 Mbps	8-40 Mbps	\$108.00	-	\$108.00

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 FTTP, 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: <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 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.

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:

<https://www.superloop.com/internet/nbn/>

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'.

Customer Equipment Required

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

Internet services 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 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 may cancel your service at any time by giving Superloop thirty (30) days' written notice, (including if you do not wish to continue to use the service after the end of the minimum term of a Fixed-Term Agreement). If you cancel within 6 months of activating either NBN Fixed Wireless Home fast or NBN Fixed Wireless Superfast a \$200 W-NTD installation fee may be applicable.

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 & 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/>

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/Month

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)

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 nbn Broadband plans are intended and tailored for personal household use only. It is not recommended to use Superloop Home nbn 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 on <https://www.superloop.com/> 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 <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 <https://www.tio.com.au/contact-us>

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