

Critical Information Summary

Superloop Probiz plans on Telstra Ethernet Access – Standard CoS

Important information about Superloop Probiz Telstra Ethernet Access service enabled by Telstra Wholesale.

Pricing Information:

The minimum contract term is **12, 24 or 36 months**.

36 Months Term

Download/Upload Speed	100 Mbps	200 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Route 1 Monthly Charge (Min/Max)*:	\$379	\$379	\$449	\$649	\$799
Installation charge:	\$0	\$0	\$0	\$0	\$0
Route 1 Minimum Total Cost (Min/Max)*:	\$13,644	\$13,644	\$16,164	\$23,364	\$28,764

24 Months Term

Download/Upload Speed	100 Mbps	200 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Route 1 Monthly Charge (Min/Max)*:	\$400	\$400	\$475	\$690	\$845
Installation charge:	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500
Route 1 Minimum Total Cost (Min/Max)*:	\$12,100	\$12,100	\$13,900	\$19,060	\$22,780

12 Months Term

Download/Upload Speed	100 Mbps	200 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Route 1 Monthly Charge (Min/Max)*:	\$445	\$445	\$530	\$765	\$940
Installation charge:	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Route 1 Minimum Total Cost (Min/Max)*:	\$10,340	\$10,340	\$11,360	\$14,180	\$16,280

Other Routes are Price on Advisement – please contact us for a price.

All charges Exclude GST. * Your final monthly costs and total minimum cost may be different depending on the options selected. You will be advised of this before placing your order.

Mobile Backup

Keep your business continually connected with an optional failover backup mobile service. Select from up to 40Mbps or 100Mbps speed tiers depending on your selected Probiz Telstra Ethernet Access plans. Not available on 2000Mbps plan.

The minimum contract term is **12, 24 or 36 months** based on your selected Probiz Telstra Ethernet Access contract term.

Mobile Backup		40 Mbps	100 Mbps	The speed tiers on Telstra mobile access represent the maximum data speeds applied to downstream and upstream transmissions on the Telstra network. The typical speeds you will experience will vary depending on a range of factors and will not always be at or towards the top of the typical speed range. Depending on the speed tier selected, mobile access can experience typical 4G speeds of 2-50Mbps in the download and 1-10Mbps in the upload.
Monthly charge (Min/Max)		\$100	\$130	
Minimum Total Cost (Min/Max)	36 months	\$3,600	\$4,680	
	24 months	\$2,400	\$3,120	
	12 months	\$1,200	\$1,560	

All charges Exclude GST. Cancellation fee applies. Mobile Backup is not available in all areas – subject to service qualifications and 4G coverage checks.

Information about the Service

Superloop Internet service powered by Probiz plans on Telstra Ethernet Access. The Telstra Ethernet Access service is enabled by Telstra Wholesale on the Telstra Network and provides high speed and reliable fibre-based solution to your business site. The Telstra Ethernet Access is a MEF 2.0 (Metro Ethernet Forum) compliant business access service (where it is supplied over fibre optic cables). It supports symmetrical bandwidth profile with traffic prioritisation, including Class of Service (**CoS**)

Standard with excess information rate and best effort contention.

Customer Equipment Required

A compatible router at your premises. You can choose to supply and manage your own the router or purchase one from Superloop.

Installation Appointment

Telstra Wholesale will coordinate an appointment with you to install a Network Termination Unit (**NTU**), Telstra

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Wholesale may also need to install equipment on the outside and inside (near a power point) of your premises.

Information about Pricing

Fibre Build Cost

Price on Advisement - Please contact our sales team.

Early Termination Charge

Pre-order completion: charges range depending on the Telstra Wholesale completion stage.

Post-order completion within term commitment: Months of term commitment remaining x monthly charge.

Post-order completion after term commitment is completed: No Early Termination Charge will apply (unless you have signed up to a new term commitment).

Early Termination Charges may not apply if you are relocating, see Service Relocation section below for more information. Please contact our sales team to discuss cancellations and for an estimate of charges.

Service Relocations

Service relocation may be available. Activation and any fibre build charges may apply to the new location, but no Early Termination Charges will apply to the service being terminated. Contact our sales team to discuss options.

Business & Enterprise Grade Service Offering

Superloop Probiz on Telstra Ethernet Access	
Download / Upload Speed*	100/100Mbps to 2000/2000Mbps, symmetrical.
IP Route	Static IP; incl. 1 x public IPv4 address.
Footprint Availability	In >3200 Exchange Service Areas, reaching 140,000 business premises.
Monthly Data Allowance	UNLIMITED.
Quality of Service / Class of Service	Standard (Excess Information Rate / EIR) with best effort contention.
Service Availability	<ul style="list-style-type: none">• 99.90% for single link.• 99.95% for single link with mobile backup.
Equipment at your premises	Telstra Wholesale will install a Network Termination Unit (NTU).
Maximum Transmission Unit (MTU) size	9000 bytes
Metro Ethernet Forum (MEF)	MEF 2.0 compliant.
Service Level Target	Superloop have a target restoration time of up to 4 hours.

* 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

Additional Products

Additional Superloop Products are available to you; however, you may incur additional monthly charges. Please contact our sales teams to discuss options. These Product options include:

- Security – CyberEdge, SASE, Managed Firewall.
- Voice – Mobile plans and fleet, VoIP phone service.
- Network – IP WAN (Layer 3 private network).

Customer Service

We have a customer support team ready to help with any technical support, account, or sales questions. Just give us a call on 1800 57 87 37 for 24/7 Assurance support or lodge a fault via corporate.support@superloop.com.

Data Usage Information

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

Complaints

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.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

Payment Terms

This service may be restricted and/or cancelled if:

- You fail to pay your bill; or
- You breach our terms and conditions or our fair use policy, available at superloop.com/terms.

Sales team

Call us on: 1800 57 87 37

Monday – Friday: 8:30am – 5:30pm

Email us on: sales.support@superloop.com