

Critical Information Summary:

Superloop Internet on Totalbiz plans on Business nbn® Services

Important information about the nbn network speed options available with Superloop Totalbiz plans.

Information about the Service

Superloop Internet powered by Totalbiz plans on Business nbn™ for businesses. Superloop Totalbiz delivered using nbn™ TC4 on nbn networks to your business site. It offers high speed and reliable connectivity to your businesses for all your broadband business needs.

Plans pricing and data inclusion – Totalbiz plans on Business nbn®

Totalbiz Business nbn™	Totalbiz Business nbn™	Totalbiz Business nbn™	Totalbiz Business nbn™	Totalbiz Business nbn™
nbn™ 50/20 Mbps	nbn™ 100/40 Mbps	nbn™ 250/25 Mbps	nbn™ 1000/50 Mbps	nbn™ 1000/400 Mbps
Typical Business Hour Speeds (9am-5pm): 48/17	Typical Business Hour Speeds (9am-5pm): 95/34	Typical Business Hour Speeds (9am-5pm): 230/21	Typical Business Hour Speeds (9am-5pm): 811/42.5	Typical Business Hour Speeds (9am-5pm): 811/340
No lock-in	No lock-in	No lock-in	No lock-in	No lock-in
Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
No lock-in: \$85/mth standard plan charge	No lock-in: \$99/mth standard plan charge	No lock-in: \$109/mth standard plan charge	No lock-in: \$119/mth standard plan charge	No lock-in: \$199/mth standard plan charge
No lock-in: \$85 total minimum cost	No lock-in: \$99 total minimum cost	No lock-in: \$109 total minimum cost	No lock-in: \$119 total minimum cost	No lock-in: \$199 total minimum cost

All charges inclusive of GST

Promotional rates may apply in place of the standard plan charges shown above as detailed by Superloop from time to time.

Minimum Contract Terms

Superloop Totalbiz Business nbn™ service: No Lock-in
Optional Unlimited Phone Call Pack: No Lock-in

Mandatory Component of the Service

There are no mandatory components of the Superloop Totalbiz on Business nbn™ service. For FTTN and FTTC connections, an in-place copper telephone line will be required from the nbn™ node to your premises, and for FTTB connections, from the MDF in your building basement. Superloop Totalbiz Business nbn™ services are supplied as pure standalone broadband service including a VoIP Direct In Dial Number (DID) so you can either port your current phone number to Superloop (if you have one) or we can assign you a new one. This VoIP service can be used to make and receive phone calls over your Superloop broadband service. Call charges apply. If you cancel your Superloop Totalbiz nbn™ Broadband service, access to your VoIP service will be cancelled also.

Installation Appointment

If you are on nbn® FTTN/C footprint and eligible to upgrade to nbn Fibre to the Premises (FTTP) with a plan, additional work will be required to install new nbn equipment inside and outside your site to complete the upgrade. nbn will typically perform a pre-installation visit outside your site where you do not need to be present for this appointment. After the successful pre-installation visit, Superloop will schedule an Installation Appointment with you where an nbn technician will arrive to install the nbn equipment inside and outside your site. You, or an authorised person over the age of 18, will need to be present during the Installation to give access to your site.

Limitations/Qualifications for the Service

Superloop Totalbiz nbn™ Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Superloop website to check your service availability or contact our Sales Team on 1800 578 737. Customer Service Guarantee does not apply to VoIP Phone or nbn™ services.

Not all FTTN, FTTB, HFC or FTTC access lines support all speed tiers. Superloop cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Service Level

The service comes with a commitment to answer calls within 5 minutes. This applies for calls made directly into the dedicated Australian based business team on 1800 578 737, 8:30am to 7:00pm AEST Monday to Friday in normal conditions. Exclusions apply for unforeseen circumstances. Customers may request a one-time \$10 credit if this wait time is exceeded. A best-efforts Service Level applies for fault resolution.

Customer Equipment Required

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 below.

Superloop Internet on Totalbiz plans on Business nbn® Services

Information about Pricing

Free Activation

Where advertised as free, the Superloop broadband plan activation fee only is free. Depending on the service ordered, there may be additional up-front charges which are not free and will be charged as per our Terms and Conditions. These charges include, but are not limited to, charges such as New Development Fees, Subsequent installation fees, Equipment Charges such as Modems, and Missed Appointment Fees.

Modem Pay Out Fee

The offer of a FREE router or modem is only available to Superloop Totalbiz on Business nbn® customers and only applies to the purchase of the first router/modem per service. Should you cancel your service before 18 months you will be charged a once off modem pay out fee of \$8/month including GST times the number of months you fall short of the 18 months. You will be charged \$20 shipping.

Cancellation Fee

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.

Existing Customer Plan Charges

For existing Superloop customers who are in a Fixed-Term Agreement who wish to change Totalbiz plans on No Lock-In monthly plan rates, a Cancellation Fee may then apply.

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.

Optional add-on: Unlimited VoIP phone calls

This optional, add-on service allows you to make an unlimited number of untimed calls to the nominated destinations which is covered by the \$10 monthly cost of the Unlimited VoIP Phone (VoIP) Service. This cost is in addition to your broadband service. There is no activation fee for the optional Unlimited Phone service. Plan details are below:

Optional Unlimited Phone Call Pack

Monthly Plan Charge Total Minimum Cost	\$10 per month (inc. GST)
Untimed Local and 13/1300 Calls	Unlimited
Untimed National Calls	Unlimited
Mobile Calls	Unlimited
Untimed and Unlimited International calls to Landlines	UK, NZ, USA, Canada, Germany, France, Hong Kong, China, Japan, Singapore, India & Croatia
International Calls to Mobiles and International destinations	View International Call rates
Port number from PSTN	FREE

Promotional rates may apply in place of the standard plan charges shown above as detailed by Superloop from time to time.

Additional Products

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

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

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/>

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 <http://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
- You breach our Terms and Conditions or our Acceptable Use Policy, available at <http://www.superloop.com/terms>

Sales Team

Contact our Sales Team on 1800 578 737 for more information about your service and to order. This is a summary only – the full legal Terms and Conditions for broadband services are available at <http://www.superloop.com/terms>

Email us at: smbsales@superloop.com

Other available Totalbiz plans on Business nbn®

Totalbiz Business nbn™

nbn™ 100/20 Mbps

Typical Business Hour Speeds (9am-5pm): 95/17

No lock-in

Unlimited data
No additional usage fee

\$0 set-up fee

No lock-in: \$95/mth standard plan charge

No lock-in:
\$95 total minimum cost