

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™						
nbn™ 50/20 Mbps	nbn™ 100/40 Mbps	nbn™ 250/25 Mbps	nbn™ 1000/50 Mbps	nbn™ 250/100 Mbps	nbn™ 500/200 Mbps	nbn™ 1000/400 Mbps
Typical Business Hour Speeds (9am-5pm): Download/Upload						
50/17 Mbps	100/34 Mbps	250/21 Mbps	860/42 Mbps	250/85 Mbps	405/170 Mbps	860/340 Mbps
No lock-in OR 24-months term	No lock-in OR 24-months term	No lock-in OR 24-months term	No lock-in OR 24-months term	No lock-in OR 24-months term	No lock-in OR 24-months term	No lock-in OR 24-months term
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	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	\$0 set-up fee	\$0 set-up fee
Standard Plan charge (per month)						
No lock-in: \$90 24-months: \$80	No lock-in: \$105 24-months: \$95	No lock-in: \$109 24-months: \$99	No lock-in: \$119 24-months: \$109	No lock-in: \$105 24-months: \$95	No lock-in: \$125 24-months: \$115	No lock-in: \$145 24-months: \$135
Total Minimum Cost						
No lock-in: \$90 24-months: \$1,920	No lock-in: \$105 24-months: \$2,280	No lock-in: \$109 24-months: \$2,376	No lock-in: \$119 24-months: \$2,616	No lock-in: \$105 24-months: \$2,280	No lock-in: \$125 24-months: \$2,760	No lock-in: \$145 24-months: \$3,240
Maximum Early Termination Charge						
No lock-in: \$90 24-months: \$576	No lock-in: \$105 24-months: \$684	No lock-in: \$105 24-months: \$713	No lock-in: \$115 24-months: \$785	No lock-in: \$105 24-months: \$684	No lock-in: \$125 24-months: \$828	No lock-in: \$145 24-months: \$972

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 OR 24-months term
Optional Unlimited Phone Call Pack: No Lock-in

Cancellation Fee (24-month contract term)

A Cancellation Fee will apply if you cancel your Broadband service within the minimum contract term. The Cancellation Fee is calculated as: Remaining months in the contract term x the monthly charge x 30%.

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.

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 (See Information about Pricing below).

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 a 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.

Critical Information Summary

Superloop Internet on Totalbiz plans on Business nbn® Services

Service Level

The service comes with a commitment to answer calls within 5 minutes. This applies for calls made directly into the dedicated prioritised 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.

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.

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).

Existing Customer Plan Charges

The 24-month contract monthly plan prices are only available to new Superloop customers or existing customers who are not in a Fixed-Term Agreement. Plan pricing for existing Superloop customers who are in a Fixed-Term Agreement who wish to change Totalbiz plans are the No Lock-In monthly plan rates unless terminating the existing contract and entering into a new Fixed-Term Agreement, where a Cancellation Fee may then apply.

Plan Change Fees

If you are in a Fixed-Term Agreement, you may be charged a Cancellation Fee if you downgrade or change your plan during your fixed term agreement.

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. No fees on Direct Debit from your bank account.

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 Totalbiz Service(s).

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	
Standard Plan Charge:	\$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>

Customer Service Details

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 Business nbn® plans:

Totalbiz Business nbn™	
nbn™ 100/20 Mbps	
Typical Business Hour Speeds (9am-5pm): 100/17 Mbps Download/Upload	
No lock-in OR 24-months term	
Unlimited data: No additional usage fee	
\$0 set-up fee	
Standard Plan Charge:	No lock-in: \$100
Per month	24-months: \$90
Minimum Total Cost:	No lock-in: \$100
	24-months: \$2,160
Maximum Early Termination Charge:	No lock-in: \$100
	24-months: \$648

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.