



Critical Information Summary

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.

nbn [®] 50/20	nbn [®] 100/20	nbn [®] 100/40	nbn [®] 250/100	nbn [®] 500/50	nbn [®] 500/200
Typical Business Hour Speeds ¹ (9am-5pm): Download/Upload (Mbps)					
50/17	95/17	95/34	250/85	500/40	500/170
Standard Plan charge (per month):					
No lock-in:\$94 24-months: \$85.80	No lock-in: \$100 24-months: \$90.20	No lock-in:\$107 24-months: \$96.80	No lock-in:\$107 24-months: \$96.80	No lock-in:\$100 24-months:\$90.20	No lock-in:\$128 24-months: \$116.60
Total Minimum Cost:					
No lock-in:\$94 24-months: \$2,059.20	No lock-in: \$100 24-months: \$2,164.80	No lock-in:\$107 24-months: \$2,323.20	No lock-in:\$107 24-months: \$2,323.20	No lock-in:\$100 24-months:\$2,164.80	No lock-in:\$128 24-months: \$2,798.40
Maximum Early Termination Charge:					
No lock-in:\$94 24-months: \$617.76	No lock-in: \$100 24-months: \$649.44	No lock-in:\$107 24-months: \$696.96	No lock-in:\$107 24-months: \$696.96	No lock-in:\$100 24-months:\$649.44	No lock-in:\$128 24-months: \$839.52
nbn [®] 750/50	nbn [®] 1000/100	nbn [®] 1000/400	nbn [®] 2000/100	nbn [®] 2000/200	nbn [®] 2000/500
Typical Business Hour Speeds ¹ (9am-5pm): Download/Upload (Mbps)					
750/40	860/85	860/340	1700/85	1700/170	1700/425
Standard Plan charge (per month):					
No lock-in: \$109 24-months: \$99	No lock-in: \$124 24-months: \$112.20	No lock-in: \$148 24-months: \$134.20	No lock-in: \$178 24-months: \$165	No lock-in: \$178 24-months: \$165	No lock-in: \$223 24-months: \$206.80
Total Minimum Cost:					
No lock-in: \$109 24-months: \$2,376	No lock-in: \$124 24-months: \$2,692.80	No lock-in: \$148 24-months: \$3,326.40	No lock-in: \$178 24-months: \$3,960	No lock-in: \$178 24-months: \$3,960	No lock-in: \$223 24-months: \$4,963.20
Maximum Early Termination Charge:					
No lock-in: \$109 24-months: \$712.80	No lock-in: \$124 24-months: \$807.84	No lock-in: \$148 24-months: \$997.92	No lock-in: \$178 24-months: \$1,188.00	No lock-in: \$178 24-months: \$1,188.00	No lock-in: \$223 24-months: \$1,488.96

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.

¹ Typical Business hour speeds are based on the download speed test results of existing customers between 9:00 am - 5:00 pm and are subject to change. 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. Wi-Fi connected devices may have slower speeds than Ethernet connected devices. 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. 250/100, 500/50, 500/200, 750/50, 1000/100, 1000/400, 2000/100, 2000/200, 2000/500 nbn plans 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/broadbandspeeds

³ Subject to our acceptable use policy found at <http://www.superloop.com/terms>.

Minimum Term

Optional Unlimited Phone Call Pack: No Lock-in

Cancelling Your Plan (24M 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 FTTP 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

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>

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. 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.

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.

Additional Inclusions

Superloop's Totalbiz services may include certain additional features or value-added services provided to the Customer at no additional cost, these can be advertised alongside the core service. These Inclusions are offered on a complimentary basis and do not form part of the core Service for contractual or service level purposes. Superloop reserves the right to change or withdraw any of these additional inclusions at any time with 30 days notice any by not advertising it.

Additional inclusions are as below:

Additional Inclusions	Applicable Speed Tiers
Static IP Address	All Totalbiz plans
Priority Support	All Totalbiz plans
Essential eSLA	nbn [®] 100/40, nbn [®] 250/100
Pro eSLA	nbn [®] 500/200, nbn [®] 1000/400, nbn [®] 2000/500

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

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.

Existing Customer Plan Changes

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

A 1% surcharge applies to all payments by card. You can pay by Direct Debit from your bank to avoid this charge.

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.

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:	VoIP 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 and may incur additional monthly charges. Please contact our sales team to discuss options. These product options include:

- **Security** – SASE, Managed Firewall, eero Secure, SuperScreen
- **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 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>

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.

Contact Information

Contact our Sales Team on 1800 578 737 for more information about your service and to order. Email: smbsales@superloop.com

This is a summary only.
The full legal terms are available at <https://superloop.com/terms>