



Critical Information Summary - nbn[®] Totalbiz Fixed Wireless

Superloop Internet on Totalbiz plans on nbn[®] Fixed Wireless Services.

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

Totalbiz nbn [®] Fixed Wireless		
nbn [®] Fixed Wireless Plus ²	nbn [®] Fixed Wireless Home Fast ²	nbn [®] Fixed Wireless Superfast ²
(100/20 Mbps)	(250/20 Mbps)	(400/40 Mbps)
Typical Busy Period Download/Upload Speed ¹ (Mbps)		
80/12	160/12	250/15
Standard Plan charge (per month):		
No lock-in:\$97	No lock-in: \$103	No lock-in:\$113
24-months: \$90.20	24-months: \$96.80	24-months: \$105.60
Total Minimum Cost:		
No lock-in:\$97	No lock-in: \$103	No lock-in:\$113
24-months: \$2,164.80	24-months: \$2,323.20	24-months: \$2,534.40
Maximum Early Termination Charge:		
No lock-in:\$97	No lock-in: \$103	No lock-in:\$113
24-months: \$649.44	24-months: \$696.96	24-months: \$760.32
Unlimited data: All Totalbiz Business nbn TM plans come with an uncapped data limit ³		
All Totalbiz Business nbn TM plans are established with \$0 set-up fees		

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 Busy Period speeds are based on speed test results 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. WiFi connected devices may have slower speeds than Ethernet connected devices. Things that can affect your Fixed Wireless nbn[®] service speed: All speeds are best effort and are not guaranteed. Factors such as distance, weather, interference or technical limitations may prevent the fixed wireless signal from achieving maximum speeds.

² Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at: www.accc.gov.au/consumers/internet-landlineservices/broadband-speeds.

Minimum Term

Optional Unlimited Phone Call Pack: No Lock-in

Mandatory Component of the Service

If you do not already have the required nbn[®] equipment installed inside your home and an external antenna, you will be required to be home on the day of installation for a technical visit. NBN co retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by NBN Co. Superloop Totalbiz nbn[®] Fixed Wireless 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>

Limitations/Qualifications for the service

Superloop Totalbiz nbn[®] Fixed Wireless 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 nbn[®] Fixed Wireless locations 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.

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). 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.

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>