

# Critical Information Summary

## Superloop Probiz plans on Business nbn<sup>®</sup> Enterprise Ethernet – High CoS

Important information about Superloop Probiz nbn<sup>™</sup> Enterprise Ethernet service available on the nbn<sup>™</sup> network.

### Pricing Information:

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

#### 36 Months Term

Download/Upload Speed		100 Mbps	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
<b>Monthly Charge</b> (Min/Max)*:	<b>CBD Zone</b>	<b>\$479</b>	<b>\$479</b>	<b>\$569</b>	<b>\$899</b>	<b>Price on Advisement</b>
	<b>Other Zone</b>	<b>\$579</b>	<b>\$579</b>	<b>\$669</b>	<b>\$999</b>	
<b>Installation charge:</b>		\$0	\$0	\$0	\$0	Contact us for a Price.
<b>Minimum Total Cost</b> (Min/Max)*:	CBD Zone	\$17,244	\$17,244	\$20,484	\$32,364	
	Other Zone	\$20,844	\$20,844	\$24,084	\$35,964	

#### 24 Months Term

Download/Upload Speed		100 Mbps	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
<b>Monthly Charge</b> (Min/Max)*:	<b>CBD Zone</b>	<b>\$479</b>	<b>\$479</b>	<b>\$569</b>	<b>\$899</b>	<b>Price on Advisement</b>
	<b>Other Zone</b>	<b>\$579</b>	<b>\$579</b>	<b>\$669</b>	<b>\$999</b>	
<b>Installation charge:</b>		\$1,250	\$1,250	\$1,250	\$1,250	Contact us for a Price.
<b>Minimum Total Cost</b> (Min/Max)*:	CBD Zone	\$12,746	\$12,746	\$14,906	\$22,826	
	Other Zone	\$15,146	\$15,146	\$17,306	\$25,226	

#### 12 Months Term

Download/Upload Speed		100 Mbps	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
<b>Monthly Charge</b> (Min/Max)*:	<b>CBD Zone</b>	<b>\$479</b>	<b>\$479</b>	<b>\$569</b>	<b>\$899</b>	<b>Price on Advisement</b>
	<b>Other Zone</b>	<b>\$579</b>	<b>\$579</b>	<b>\$669</b>	<b>\$999</b>	
<b>Installation charge:</b>		\$5,000	\$5,000	\$5,000	\$5,000	Contact us for a Price.
<b>Minimum Total Cost</b> (Min/Max)*:	CBD Zone	\$10,748	\$10,748	\$11,828	\$15,788	
	Other Zone	\$11,948	\$11,948	\$13,028	\$16,988	

**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.

### Information about the Service

Superloop Internet service powered by Probiz plans on nbn<sup>®</sup> Enterprise Ethernet. The nbn<sup>®</sup> Enterprise Ethernet service provides high speed and reliable fibre-based solution to your business site. It is available alongside or instead of standard nbn services. The nbn<sup>®</sup> Enterprise Ethernet offers a Layer 2 MEF 3.0 (Metro Ethernet Forum) compliant service. It supports symmetrical bandwidth profile with traffic prioritisation, including Class of Service (CoS) High with guaranteed bandwidth 24/7 at 1:1 contention.

### Customer Equipment Required

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

### Installation Appointment

nbn<sup>™</sup> will coordinate an appointment with you to install a Business Network Termination Device (BNTD), nbn<sup>®</sup> may also need to install equipment on the outside and inside (near a power point) of your premises.

### Information about Pricing

#### Fibre Build Cost

\$0 in 90% of nbn footprint where Enterprise Ethernet is available. Some locations require a manual service qualification check, and a subset of these will involve a charge to progress, in this scenario our sales team will contact you to discuss, and you will have the opportunity to cancel the order without incurring any charges.

#### Early Termination Charge

**Pre-order completion:** charges range depending on the NBN<sup>™</sup> completion stage.

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**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 the 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 if you sign up to a new contract at your new location on an equivalent or greater speed and term commitment. Activation and any fibre build charges may apply to the new location, but no Early Termination Charges will apply to the service being terminated. Please contact our sales team to discuss options.

### Business & Enterprise Grade Service Offering

Superloop Probiz on Business nbn® Enterprise Ethernet	
<b>Download/ Upload Speed*</b>	100/100Mbps to 2000/2000Mbps, symmetrical.
<b>IP Route</b>	Static IP; incl. 1 x public IPv4 address.
<b>Footprint Availability</b>	More than 1.5 million Australian businesses.
<b>Monthly Data Allowance</b>	Unlimited.
<b>Quality of Service / Class of Service</b>	High (Committed Information Rate/ CIR) with guaranteed bandwidth 24/7 (1:1 contention).
<b>Service Availability</b>	99.5%
<b>Equipment at your premises</b>	nbn will install a nbn B-NTD.
<b>Maximum Transmission Unit (MTU) size</b>	9000 bytes
<b>Metro Ethernet Forum (MEF)</b>	MEF 3.0 compliant.
<b>Service Level Target</b>	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](mailto: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](https://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](https://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](https://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](mailto:sales.support@superloop.com)