Critical Information Summary

Superloop Probiz plans on Business nbn® Enterprise Ethernet – Low CoS

Important information about Superloop Probiz nbn™ Enterprise Ethernet service available on the nbn™ 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
Monthly Charge (Min/Max)*:	**CBD Zone**	**$379**	**$379**	**$449**	**$649**	**Price on Advisement** Contact us for a Price.
	Other Zone	**$479**	**$479**	**$549**	**$749**	
Installation charge:		$0	$0	$0	$0	
Minimum Total Cost (Min/Max)*:	CBD Zone	$13,644	$13,644	$16,164	$23,364	
	Other Zone	$17,244	$17,244	$19,764	$26,964	

24 Months Term

Download/Upload Speed		100 Mbps	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Monthly Charge (Min/Max)*:	**CBD Zone**	**$379**	**$379**	**$449**	**$649**	**Price on Advisement** Contact us for a Price.
	Other Zone	**$479**	**$479**	**$549**	**$749**	
Installation charge:		$1,250	$1,250	$1,250	$1,250	
Minimum Total Cost (Min/Max)*:	CBD Zone	$10,346	$10,346	$12,026	$16,826	
	Other Zone	$12,746	$12,746	$14,426	$19,226	

12 Months Term

Download/Upload Speed		100 Mbps	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Monthly Charge (Min/Max)*:	**CBD Zone**	**$379**	**$379**	**$449**	**$649**	**Price on Advisement** Contact us for a Price.
	Other Zone	**$479**	**$479**	**$549**	**$749**	
Installation charge:		$5,000	$5,000	$5,000	$5,000	
Minimum Total Cost (Min/Max)*:	CBD Zone	$9,548	$9,548	$10,388	$12,788	
	Other Zone	$10,748	$10,748	$11,588	$13,988	

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® Enterprise Ethernet. The nbn® 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® 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**) **Low** with excess information rate and best effort 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™ will coordinate an appointment with you to install a Business Network Termination Device (**BNTD**), nbn® 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™ 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	
Download/ Upload Speed*	100/100Mbps to 2000/2000Mbps, symmetrical.
IP Route	Static IP; incl. 1 x public IPv4 address.
Footprint Availability	More than 1.5 million Australian businesses.
Monthly Data Allowance	Unlimited.
Quality of Service / Class of Service	Low (Excess Information Rate/ EIR) with best effort contention.
Service Availability	99.5%
Equipment at your premises	nbn will install a nbn B-NTD.
Maximum Transmission Unit (MTU) size	9000 bytes
Metro Ethernet Forum (MEF)	MEF 3.0 compliant.
Service Level Target	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.

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.

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; or
- You breach our terms and conditions or our fair use policy, available at 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