



Managed CPE Service Schedule

This Service Schedule forms part of the Agreement between You and Superloop and is applicable to Services entered into between You and Superloop from 3 December 2025.

1. Service Description

1.1 General

The Managed CPE Service is comprised of the following features (Service):

- (a) CPE Device (or Devices, as per the Service Order);
- (b) Software and support licences for the use of the CPE Device where required;
- (c) The provisioning of the CPE Device in accordance with the agreed architecture;
- (d) Each site's CPE installation and configuration, if included in the scope of the Service, will consist of:
 - (i) On-site deployment and testing;
 - (ii) Rack mount the quoted tray into Your Rack;
 - (iii) Installing, power up and connect the CPE to the existing Internet service if Premises based equipment is required; and
 - (iv) Remote testing with Superloop Engineers;
- (e) Remote support and testing including:
 - (i) Ensuring the device is connected and reachable;
 - (ii) Ensuring pre-configuration is loaded and links are up;
 - (iii) Working with Your site contact to connect the device to the LAN environment;
 - (iv) Working with Your site contact and Your IT staff to complete Your acceptance testing; and
 - (v) Troubleshooting and resolving any issues with Your acceptance testing;
- (f) Site handover and go live;
- (g) Ongoing backup and storage of the CPE Device configuration information; and
- (h) Ongoing software upgrades to the CPE Device as needed and determined by Superloop.

1.2 CPE Licensing

- (a) Managed CPE devices maybe required to be licensed to ensure 24x7 vendor support and timely RMA processes are enabled.

1.3 Assessment and Release of Liability

- (a) You must make your own assessment of the information and any recommendations provided by Us and must satisfy its appropriateness for Your specific requirements, prior to implementing any recommendation We provide.
- (b) For the avoidance of doubt, Superloop's obligations are strictly limited to the Services described in this Service Schedule. Superloop has no liability whatsoever for any service, scope

of works, activity or matter that is not listed in this Service Schedule.

- (c) Furthermore, The Customer agrees and acknowledges that Superloop will configure the Service as per your guidance. You are responsible for providing the information needed and for approving the design of the Service.
- (d) Superloop excludes all liability for any and all direct Loss and Consequential Loss, including in relation to any negligent act or omission of Superloop in installing, configuring, deploying or maintaining the Services for the Customer.

2. Provision of Services

2.1 Feasibility Study for related Internet Access (if any)

If a related service of a different type to the Managed CPE Service requires a successful Feasibility Study to proceed and the relevant Feasibility Study is not successful, then Superloop may stop work on and may cancel, the Service Order for the relevant Managed CPE Service.

2.2 Provisioning

- (a) Superloop will endeavour to provision the Managed CPE Service to the Site by the Ready for Service (RFS) Date in accordance with Good Industry Practice.
- (b) The CPE Device LAN Interface is Superloop's demarcation point with You.
- (c) The deployment and delivery of the Service is limited to a single on-site or remote visit conducted during standard Business Hours (Monday to Friday, excluding public holidays). Any additional visits, after-hours work, or extended engagements outside this scope may be subject to additional costs.

3. Your Obligations

3.1 Address information

- (a) You must provide accurate and complete Site address information to Superloop for deploying the Managed CPE Service. You may be liable for any costs incurred by Superloop due to any incorrect, false or misleading information You provide.
- (b) If You change the Site prior to the delivery of the Service, You must pay Superloop's reasonable costs and fees (if any) arising from the change of Site.

3.2 Provisioning

In order for Superloop to provision the Service, you must:

- (a) Install and maintain any cabling between the CPE Device and Customer Equipment and if you are unable to do so, You may request that Superloop do so on Your behalf, at Your cost, and any such cabling is deemed Customer Equipment for the purposes of the Agreement.

- (b) Prepare and maintain the Site(s) for the installation of the CPE Device, including providing:
 - (i) a suitable and safe operational environment for the CPE Device, including connection points and a secure, accessible continuous power supply at the Site(s) for the operation and maintenance of the CPE Device, in accordance with Superloop's reasonable instructions and applicable installation standards; and
 - (ii) space at appropriate network facilities and a specified location for the CPE Device, in time to allow Superloop to meet its obligations, and to undertake any necessary installation or maintenance.

3.3 Connectivity and Overage

You agree to pay the fees or charges associated with Your network connectivity including overage fees on Bandwidth Utilisation and mobile services.

3.4 Superloop Equipment

Superloop Equipment refers to all CPE Devices located on Your premises.

3.5 Rack space, Power and Heating / Cooling

You must provide an adequate and suitable space, power supply and environment for all equipment used in connection with the Service.

3.6 Ownership of Superloop Equipment

Superloop Equipment will remain Superloop's property at all times, any risk in Superloop Equipment will pass to you upon delivery, whether or not the Superloop Equipment has been installed.

3.7 Use of Equipment

In relation to Superloop Equipment You will:

- (a) Keep the Superloop Equipment safe, without risk to equipment health;
- (b) Only use the Superloop Equipment, or allow it to be used for the purpose for which it was provided under the Agreement;
- (c) Not move the Superloop Equipment or any part of it from the Site(s) except as detailed in clause 7.1;
- (d) Not make any alterations or attachments to, or otherwise interfere with, the Superloop Equipment, nor permit any person to do so, without Superloop's prior written consent;
- (e) Not sell, charge, assign, transfer or dispose of or part with possession of the Superloop Equipment or any part of it;
- (f) Ensure that the Superloop Equipment appears in Superloop's name in your accounting books;
- (g) Where an Insolvency Event applies to you, immediately advise Superloop so that Superloop may take action to repossess the Superloop Equipment;
- (h) Notify any interested third parties that Superloop owns

the Superloop Equipment; and

- (i) In addition to any other rights that Superloop may have, You must reimburse Superloop for any losses, costs, or liabilities arising from your use or misuse of the Superloop Equipment or where the Superloop Equipment is damaged, stolen or lost, except where the loss or damage to Superloop Equipment is a result of fair wear and tear or caused by Superloop.

3.8 Equipment related actions upon expiry or termination

At the expiry of the Service Term or upon a valid termination of the Managed CPE Service by either party, You will:

- (a) Provide Superloop with all reasonable assistance necessary to remove the Superloop Equipment from the Site(s);
- (b) Disconnect any Customer Equipment from Superloop Equipment located at the Site(s);
- (c) Not dispose of or use the Superloop Equipment other than in accordance with Superloop's written instructions or authorisation; and
- (d) Promptly return or delete any confidential information that you have received from Superloop during the term of the Contract.

3.9 Access Risk

Superloop excludes all liability for any and all direct Loss and Consequential Loss, including in relation to any negligent act or omission of Superloop in relation to Superloop's access to Your data and systems.

4. Maintenance

4.1 Planned Outage Periods

Superloop will, wherever reasonably practical in the circumstances, give You at least 10 days prior notice of any Planned Outage Period (Proposed Outage) and will consider any reasonable representations and requests by You in respect of that Proposed Outage. You acknowledge that such prior notice will not always be reasonably practicable, and that Your requests in respect of a Proposed Outage may not be acted on.

4.2 Minimise Disruption

Superloop will use its reasonable endeavours to minimise disruption to any affected Service arising from any Planned Outage Periods.

5. Faults and Fault Tickets

5.1 Reporting Faults

The Managed CPE Device will notify the Superloop Support team of alerts and alarms which will be triaged to identify Faults. If you become aware of a fault which has not been identified by the Managed CPE Device, you must promptly report that Fault to the Superloop Support team within the

Agreed Coverage Period.

5.2 Fault classification

Faults are classified by Superloop in accordance with the following table:

Priority Matrix			
Impact	Urgency		
	High 3+ services impacted or predefined Critical Customer Site offline	Medium 1 or 2 services impacted	Low Degradation (errors, congestion, packet loss, high latency)
Managed CPE	P1	P2	P3

5.3 Fault Tickets

Upon receiving a notification from the Managed CPE Device of an issue that is identified as a Fault or upon receiving a Fault report from You, the Superloop Support team will assign a reference number to the Fault (Fault Ticket) and will issue that reference number to You.

5.4 Closure of Fault Tickets

When Superloop has remedied a Fault, it will notify You that the Fault Ticket is "closed".

5.5 Faults reported in error

If You report a Fault to the Superloop Support team in circumstances where the Service disruption is not due to a Fault within the Superloop Network (for example where the Service is unavailable due to an issue with Customer Equipment or a Third-Party network) or the Fault is due to an issue or damage caused by You, You will bear any and all costs incurred by Superloop to investigate the reported Fault.

5.6 Fault restoration target

Superloop will use its best endeavours to remedy each Fault within the Fault Restoration Target (unless otherwise stated) in accordance with the Fault table set out below:

Fault	Response	Restoration Target No Site Visit Required	Fault Site Visit Required
P1	15 minutes	4 hours	4 hours
P2	30 minutes	8 hours	8 hours
P3	4 hours (during business hours)	24 hours	End of next business day
P4	8 hours (during business hours)	3 Business Days	3 Business Days
Service Request	2 Business Days	N/A	N/A

5.7 Information updates

During the Remedy Period, the Superloop Support team will provide updates in respect of the progress of any Fault resolution to You where such information is reasonably available to Superloop.

6. Service Availability

6.1 Service Availability Target

(a) The Service Availability Target is calculated according to the Service Availability of the Managed CPE Service only. For services offered in combination with network connectivity, SLAs for the network apply in accordance with the respective Service Schedules. For the avoidance of doubt, Customers' other Services as well as Excluded Services, which may include upstream or downstream functions, are not covered by this clause 6.1.

(b) Service Availability is calculated as per the equation below.

$$\text{Service Availability} = \frac{\text{Uptime} - \text{Excused Downtime}}{\text{Total} - \text{Excused Downtime}} \times 100$$

Total = total number of minutes in a calendar month.

Uptime = the number of minutes in each month where the link state of the Service is 'up', rounded to the nearest minute.

Excused Downtime = as defined in this Agreement.

(c) The Service Availability Target is 99.95% in a calendar month and Superloop endeavours to meet the Service Availability Target in any given month during the Service Term. No Service Credits will apply in relation to this Service if the Service Availability Target is not achieved.

7. Change Management

7.1 Relocations

(a) In the event You require a relocation of a Service to a new location, You must make a written request to Superloop in a manner nominated by Superloop. You acknowledge that not all Services can be relocated.

(b) Superloop will respond to Your request and advise, in its absolute discretion, whether the Service can be relocated.

(c) Where the Service can be relocated, a once-off fee may apply as well as a change to the Charges.

(d) Where the Service can't be relocated, or where You opt to terminate instead of relocate, Cancellation and other fees and charges may apply under the Agreement.

7.2 Upgrades / Changes

(a) You may at any time make a written request in a manner nominated by Superloop to upgrade the

Service or to change the Service. Superloop will respond to Your request and advise, in its absolute discretion, whether the Service can be upgraded or changed. You acknowledge that additional fees and/or Charges may apply.

- (b) We will upgrade the firmware of the Managed CPE Device on a quarterly basis, subject to the availability of a new version. Before proceeding with any upgrade, we will assess the applicability of the new firmware version to your environment based on Superloop's recommendation and guidance. Should a firmware version address a critical security vulnerability or other urgent risk, the upgrade will be performed promptly to ensure the ongoing protection of your infrastructure. All upgrades will be scheduled with you in advance to minimise potential disruption to your operations.

7.3 Service Order

Where You make a request under clauses 7.1 or 7.2 which is accepted by Superloop, the parties will give effect to that change by signing the relevant change request form. In circumstances where the changes are substantial or involve an extension of the Service Term, the parties will enter into a new Service Order which, upon execution, will replace or amend the previous Service Order.

7.4 Variations by Third Parties

Without limiting Superloop's rights under any other clause of the Agreement, Superloop may, on written notice to You, vary this Service Schedule or a Service Order (excluding the Charges) if a Third-Party's supply terms or agreement with Superloop is varied, terminated or replaced and as a result Superloop considers (on reasonable grounds) that a variation to this Service Schedule or the Service Order is necessary.

8. Defined terms

Any capitalised terms in this Service Schedule, which are not defined below, have the meaning given to those terms in the Agreement. All other capitalised terms in this Schedule have the following meaning, unless the context otherwise requires:

Agreed Coverage Period means 24 hours a day, 7 days a week, 52 weeks a year.

Agreement means the agreement between Superloop and You (incorporating the General Terms, this Service Schedule, and any applicable Service Order) in relation to the supply of Services by Superloop to You, which is available at <https://superloop.com/legal/terms/>.

Bandwidth Utilisation refers to the measurement of the amount of data transmitted over a network connection within a specific period.

Critical Customer Site or Critical Business Service means a Head Office, Data Centre, or any other site or business service expressly designated as critical in the Agreement.

Customer Equipment means all of the equipment used by You, including, but not limited to, cross-connects and cables, in connection with the Service that is not provided

by Superloop.

Excluded Services refers to Services provided via Third Party network or Services which are qualified in a Service Order as being excluded.

Excused Downtime means the number of minutes in month, rounded to the nearest minute that the link state of the Service is 'down' due to:

- (a) Your acts or omissions or the acts or omissions of Your End Users, agents, contractors or anyone You are responsible for;
- (b) the acts or omissions of any Third Party or a fault on a Third Party's network;
- (c) any failure, incompatibility or error in the configuration of Customer Equipment;
- (d) Superloop suspending the Service in accordance with the Agreement;
- (e) a Planned Outage Period as notified to You by Superloop or a third-party; or
- (f) a Force Majeure Event.

Facility means each data centre where Superloop will provide the Service, as listed in the relevant Service Order.

Fault has the meaning given in clause 5.2 but excludes circumstances arising as a result of a Force Majeure Event or as a result of damage caused by You or Your staff, agents or contractors. For the avoidance of doubt:

- (a) except to the extent that a Planned Outage Period exceeds the planned outage window notified in accordance with clause 4.1, Planned Outage Periods are not Faults for the purposes of the Agreement; and
- (b) the failure of multiple Services over a single Fibre or device is treated as a single Fault.

Fault Restoration Target has the meaning given in clause 5.6.

Fault Ticket has the meaning given in clause 5.3.

Feasibility Study refers to a service qualification or Site survey.

Fibre means the optical fibre cable used to provide Services.

Good Industry Practice means the practice of a reasonable and prudent operator in the same business as the party required to comply with good industry practice.

Managed CPE Device means hardware, that connects to your network and provides a network connection through a WAN transport and that is Superloop Equipment for the purposes of the Agreement.

Planned Outage Periods means the period during which Superloop, or a party on behalf of Superloop, may carry out work on its facilities, networks or systems for any reason, including arising out of or in connection with:

- (a) installation of infrastructure;
- (b) maintenance requirements (including scheduled maintenance);
- (c) infrastructure upgrades; and
- (d) Network relocation.

Ready for Service (RFS) Date means the requested date for delivery of the Service, as agreed between Superloop and You and specified in the relevant Service Order.

Remedy Period means the period that:

- (a) commences on the earlier of when the Fault is reported to the Superloop Support team, or when Superloop otherwise becomes aware of the Fault; and
- (b) ends when the Fault is closed by Superloop.

Service means the Managed CPE service as described in clause 1 and specified in a Service Order.

Service Availability is calculated each month as Uptime divided by the number of minutes in the month, less Excused Downtime, expressed as a percentage.

Service Availability Target has the meaning given at clause 6.1(c).

Site means each of Your physical premises, including Facilities, located at the site addresses specified in the Service Order.

Super Port is a port hand off in a Facility where Superloop has a network presence.

Superloop Equipment means devices and appliances owned by Superloop used in the solution design deployed at Your premises.

Superloop Support team means a service offered by Superloop accessed by a telephone number or email address, as advised by Superloop from time to time, which may be used to convey potential fault information to Superloop.

Uptime means the number of minutes in each month where the link state of the Service is 'up', rounded to the nearest minute.