



Terms and Conditions

Residential Broadband Superloop PriceLock Offer

The Offer

1. The Residential Broadband Superloop PriceLock Offer gives eligible residential customers protection from price increases on the current in-market monthly plan list price of their broadband plan for the next twenty-four (24) months (**Offer Term**), subject to these Terms and Conditions (**Superloop PriceLock Offer**).
2. This Superloop PriceLock Offer is valid from the 2nd of June 2026 until Superloop withdraws the Superloop PriceLock Offer at any time without notice by not advertising it (**Offer Period**). By applying for the Superloop PriceLock Offer, you agree to be bound by Superloop's Terms, available at <https://superloop.com/terms> and these Terms and Conditions. Superloop may change these Terms and Conditions at any time without notice.
3. This Superloop PriceLock Offer is only available on Superloop nbn and Other Fibre Plans (**Eligible Plans**) for a \$25 upfront and once off fee. The current in-market monthly plan list price is as advertised at the time of purchase. See the website and the Critical Information Summary at <https://superloop.com/terms> for details.

Your application

4. To be eligible for this Superloop PriceLock Offer, you must:
 - be at least 18 years of age with a current Australian residential address;
 - be an eligible residential broadband customer of Superloop who accepts an nbn or other fibre order for an Eligible Plan during the Offer Period; and
 - agree to the applicable current in-market monthly plan list price at the time you accept the Superloop PriceLock Offer for a period of twenty-four (24) months, subject to any plan changes during the Offer Term.
5. Superloop may accept or reject your application in its absolute discretion.

How the Offer works

6. The Superloop PriceLock Offer; is non-transferable and cannot be redeemed for cash.
7. This Superloop PriceLock Offer provides you with a 24-month protection from price increases to your monthly plan list price during the Offer Term, provided you remain on the same plan.

8. The Superloop PriceLock will not protect promotional pricing during any promotional pricing Discount Periods or Discount Offers.
9. The Offer Term starts when you accept the PriceLock Offer at activation of the Eligible Plan (**PriceLock Commencement**), where if any promotional pricing Discount Periods or Discount Offers apply, you will receive that offer. At expiry of the Discount Offer or promotional pricing Discount Periods, the in-market monthly plan list price at the point of the PriceLock Commencement will apply for the remainder of the 24-month period.
10. After twenty-four (24) months from PriceLock Commencement, the price will revert to the current in-market monthly plan list price. The current in-market monthly plan list price can be found in the Critical Information Summary: <https://www.superloop.com/terms>
11. If you move home, change, downgrade or upgrade your Superloop nbn or other fibre plan during the 24-month period, the remaining months in the Offer Term will be transferred to the new plan. Your new plan's then current in-market monthly plan list price at the time of the move home, change, downgrade or upgrade will apply and this plan will avoid price increases for the remainder of the Offer Term.
12. In-market monthly plan list pricing may change at any time in accordance with our Terms and Conditions and is subject to Superloop's discretion.
13. Moving home rules will apply. See Superloop's Terms and Conditions, available at <https://superloop.com/terms>
14. All other charges such as upgrades, modems, other charges for non-standard installation will continue to apply.
15. Customers can cancel at any time during the Offer Term. However, no refund will be provided on the once off \$25 fee.
16. This Superloop PriceLock Offer is not available in all regions.
17. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
18. Superloop makes no representations regarding third party products or services.
19. Images are for information purposes only and the following are trademarks of Superloop: and the Superloop logo. Other company, product or service names may be trade or service marks of others.