



# Terms and Conditions

Superloop \$0 Plug and Play Offer

## The Offer

1. Customers will receive one (1) Amazon eero 6+ WiFi router for zero cost upfront when they commit to an 18 month term and stay connected to the plan for the entire 18 months. The 18 month term requires that the Customer maintains an active Superloop nbn<sup>®</sup> broadband plan. The zero cost upfront offer will only apply to the first router and not any subsequent routers which must be purchased outright (Offer).
2. The Offer is available to Superloop Customers with an active, eligible residential nbn<sup>®</sup> plan as below:
  - a) Superloop nbn<sup>®</sup> Family nbn 100/20 Unlimited Plan;
  - b) Superloop nbn<sup>®</sup> Power home 100/40 Unlimited Plan;
  - c) Superloop nbn<sup>®</sup> Superfast nbn 250/25 Unlimited Plan; or
  - d) Superloop nbn<sup>®</sup> Lightspeed nbn 500/50 Unlimited Plan.
3. The Offer is available from 8 December 2022 until midnight AEDST on 30 April 2023 (Offer Period). Superloop may withdraw the Offer at any time without notice.
4. By applying for the Offer, you agree to be bound by Superloop's Standard Form of Agreement available at <https://superloop.com/legal/terms/> (SFOA) and these Terms and Conditions. Superloop may change these Terms and Conditions at any time in accordance with the SFOA.

## Your application

5. To be eligible for this Offer, you must:
  - be at least 18 years of age with a current Australian residential address;
  - have an active, eligible nbn<sup>TM</sup> Superloop broadband plan;
  - select one Amazon eero 6+ WiFi router for zero cost upfront;
  - provide Superloop with the details of a valid credit card or direct debit bank account in your name for the duration of your plan, regardless of your preferred payment method.
6. Superloop may accept or reject your application in its absolute discretion.

## How the Offer works

7. This Offer: may only be used once per customer and premises; is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
8. This Offer may only be used to purchase one (1) Amazon eero 6+ WiFi router per customer for zero cost upfront.
9. This Offer cannot be changed to any other hardware available on Superloop or for a credit.
10. This Offer is only available for FTTP/FTTC/HFC technology types as the Amazon eero 6+ router is only compatible for direct FTTP/FTTC/HFC connection.
11. This Offer is not available in all regions and does not apply to NBN Sky Muster or business services.

12. When Customers cancel their Superloop broadband service prior to the end of the 18 month term, they will be required to pay a clawback fee of \$8 including GST per month for every month still remaining on their term.. The clawback fee will be rounded up to the closest full month.
13. If a Customer stays connected for 18 months you will pay \$0 for the modem (we'll cover \$8 for each month you stay connected). During the 18 month term, the modem is Superloop Equipment which is property of Superloop and classified as a Superloop Network Asset.
14. Once the 18 month term is completed, the modem becomes the property of the Customer and is considered Customer Equipment. If the Customer purchases the modem from Superloop outright, they are the owner of the modem.
15. If a Customer cancels their services prior to the end of the 18 month term and does not pay the clawback fee, the Amazon eero 6+ router will be locked and will be unable to be used with any other retailer. It can be unlocked at any time by paying the outstanding clawback fee.
16. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
17. Superloop makes no representations regarding third party products or services.
18. Images are for information purposes only and the following are trademarks of Superloop: Superloop and the Superloop logo. Other company, product or service names may be trade or service marks of others.