



# Terms and Conditions

Superloop nbn® Flip to Fibre Offer

## The Offer

1. The Superloop nbn Flip to Fibre Upgrade Offer gives new Superloop residential nbn customers and eligible existing Superloop customers the opportunity to upgrade to Superloop's nbn fibre services Family nbn (100/20), Power home nbn (100/40), Superfast nbn (250/25) or Lightspeed (1000/50) plans, without an upfront installation fee (normally \$49 upfront) (**Offer**), subject to these Terms and Conditions.
2. This Offer is valid from 29th July 2024 until Superloop withdraws the Offer at any time without notice by not advertising it (**Offer Period**). By applying for the Offer, you agree to be bound by Superloop's Standard Form of Agreement available at <https://superloop.com/terms> (**SFOA**) and these Terms and Conditions. Superloop may change these Terms and Conditions at any time in accordance with the SFOA.

## Your application

3. To be eligible for this Offer, you must:
  - be at least 18 years of age with a current Australian residential address;
  - be a new Superloop residential nbn customer or an eligible existing customer and sign up for either Superloop's higher tier Family nbn (100/20), Power home nbn (100/40), Superfast nbn (250/25) or Lightspeed (1000/50) plans during the Offer Period (**Eligible Plans**).
  - have premises that have an eligible service qualification, however, if your premise is not eligible, you may be liable for additional infrastructure costs as per Condition 5(a);
  - comply with the Installation Process set out in Condition 5;
  - be on either FTTN or FTTC technology types to upgrade; and
  - select a minimum plan level of 100/20 or above.
4. Superloop may accept or reject your application in its absolute discretion.

## FTTP Upgrade – Installation Process

5. The following steps must be completed for a new FTTP service to be connected:
  - **Pre-installation Visit:** an nbn technician will assess the exterior of your premises to determine if extra infrastructure is required. You will be advised of any additional infrastructure costs that you are responsible for paying in order to proceed.

- **Installation Appointment:** nbn technician will install the nbn equipment on the outside and inside (near a power point) of your property.

## How the offer works

6. The 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.
7. The Offer is available to new Superloop residential nbn customers and existing eligible Superloop nbn customers.
8. The Offer is only available for FTTN and FTTC technology types when upgrading to nbn FTTP and the premises must be fibre eligible.
9. Actual speeds achieved may vary depending on individual premise infrastructure.
10. This Offer provides you with a \$0 nbn installation fee (normally \$49 upfront), which will be applied by Superloop at the time of signup and the installation fee will automatically be waived from your first invoice from the service start date.
11. If you disconnect your Superloop nbn service in less than 30 days, a minimum cost of one month service charge and the price of the monthly internet service charge will be applied as set out in our Critical Information Summary (**CIS**).
12. The monthly service charge applicable to the service you selected at the time of signing up is set out in our Critical Information Summary and Pricing Schedule available at: <https://superloop.com/terms>
13. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.
14. Returning customers who have previously been with Superloop and already received a six (6) month discount promotion will not be eligible for a new promotion for a period of twelve (12) months.
15. The Offer is not available in all regions and does not apply to NBN Sky Muster or business services.
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. All prices include GST.
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: Superloop and the Superloop logo. Other company, product or service names may be trade or service marks of others.