



Terms and Conditions

Superloop SpeedBoost™ Offer

The Offer

1. With effect from 8 December 2022, new and existing Superloop residential nbn customers on residential nbn plans (excluding the nbn 500/50 plan) (**Eligible Plans**) will be able to activate Speed Boosts, as per the table below (**Offer**):

Plan Names	Original Customer Speed	Boosted Speed	Included Speed Boosts	Charged Extra Speed Boost Cost (included GST)	Boost Bank
Everyday nbn (25/10 Unlimited Plan)	nbn 25/10	nbn 50/20	zero	\$2 per day	N/A
Extra Value nbn (50/20 Unlimited Plan)	nbn 50/20	nbn 100/20	5	\$2 per day	up to 30 days
Family nbn (100/20 Unlimited Plan)	nbn 100/20	nbn 250/25	5	\$2 per day	up to 30 days
Power home nbn (100/40 Unlimited Plan)	nbn 100/40	nbn 250/25	5	\$2 per day	up to 30 days
Superfast nbn (250/25 Unlimited Plan)	nbn 250/25	nbn 500/20	5	\$2 per day	up to 30 days
Lightspeed nbn (500/50 Unlimited Plan)	nbn 500/50	N/A	N/A	N/A	N/A

2. 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.

Offer Eligibility

3. To be eligible for this Offer, you must:

- Be a new or existing Superloop residential nbn plan customer on Eligible Plans (excluding the nbn 500/50 plan); and
- Have premises that have an eligible service qualification.

4. Superloop may accept or reject your application at its absolute discretion.

How the Offer works

5. Activate Speed Boosts through SuperHub and select individual days on demand, schedule Speed Boosts in advance, or schedule multiple days in blocks (see the SuperHub section below for more details).

6. All Speed Boosts will be applied within 24 hours and you will receive a notification via SMS that the Speed Boost has been activated. This notification will be sent to the mobile phone associated with your account.

7. Speed Boosts will apply and be active for 24 hours upon activation or longer if more than one day has been selected, in blocks of 24 hours from the time of activation.

8. At the end of the Speed Boost, your speed will automatically revert to the standard plan unless you have triggered an additional consecutive Speed Boost. You will not receive a notification that you have reverted to the standard plan or a reminder to continue boosting.

9. Once triggered, your Speed Boosts cannot be cancelled, refunded, credited, or transferred.

10. If you downgrade your nbn plan to nbn 25/10, as per existing business rules a new billing period will commence with whatever inclusions are part of that new plan, and any remaining Speed Boosts as part of your inclusions will be forfeited. From that point onwards, you will only be able to purchase Speed Boosts as per the rules for that new plan.

Boost Bank

11. Any unused Speed Boosts at the end of the billing period will be rolled over into your Boost Bank, up to a maximum of 30 banked Speed Boosts.

12. Once you reach the maximum number of Speed Boosts in your Boost Bank, you will continue to receive your new allowance of Speed Boosts every billing period but will not be able to roll over any unused Speed Boosts.

13. Customers on specified legacy plans will also be able to purchase Speed Boosts. However, those customers on legacy plans will not receive Included Speed Boosts as part of their plan or bank any unused Speed Boosts.

14. Speed Boosts will be applied by us in the following order:

- i) First - Included Speed Boosts;
- ii) Then - Speed Boosts in your Boost Bank;
- iii) Then - Charged Extra Speed Boosts.

15. If you change or downgrade your Superloop nbn plan to nbn 25/10 at any stage, then your accumulated Speed Boosts in your Boost Bank will cease and your service will go to the selected Plan specifications, as set out in our Critical Information Summary (CIS).

Billing

16. You will receive 5 Speed Boosts per billing period on Eligible Plans.

17. You will not be able to purchase additional Speed Boosts if you have unscheduled Speed Boosts either as part of your monthly allocation or within your Boost Bank.

18. Charge fees will appear on the monthly billing statement, and you will be able to see your Boost Bank balance on your statement.

19. During this Speed Boost Offer period, no other terms of your service or applicable discounts will change. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.

SuperHub

20. You will be able to view the balance of your Boost Bank via the SuperHub portal.

21. You are able to see a list of your scheduled Speed Boosts and historical Speed Boosts that you have applied onto your plan via the SuperHub portal.

22. You are able to trigger Speed Boosts. These can either be free Speed Boosts from your inclusions or Charged Extra Speed Boosts.

23. You are able to trigger individual Speed Boosts (on demand) or schedule in advance both consecutive and non-consecutive Speed Boosts. This can be done for both free and/or Charged Extra Speed Boosts.

24. You are able to see a list of your scheduled Speed Boosts.

Other

25. This Offer may be used multiple times by a customer, over multiple days.

26. This Offer: may only be used once per premise; is non-transferable; cannot be used with any other special offer or promotion (apart from any 6-month discount promotion which applied to the original Plan); and cannot be redeemed with any other special offer or promotion unless specified.

27. If you are on a Superloop nbn legacy plan, then you will not receive free Speed Boosts as part of your plan inclusions.

28. This Offer is only available for selected FTTP & HFC premises.

29. Actual speeds achieved may vary depending on individual premise infrastructure.

30. This Offer is not available in all regions.

31. All products and Offers are subject to availability and Superloop reserves the right to change or withdraw Offers, products and services at any time.

32. Superloop makes no representations regarding third party products or services.

33. 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.