



Terms and Conditions

Business Superloop Broadband Speed Upgrade Offer

The Offer

1. The Superloop Broadband Speed Upgrade Offer gives new business customers, the opportunity to receive a bonus speed upgrade for the first two (2) months (**Offer**), subject to these Terms and Conditions.
2. This Offer is valid for new orders placed between the 19th of July 2024 and the 10th of September 2024 (**Offer Period**), or until Superloop withdraws the Offer at any time without notice by not advertising it. By applying for the 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.
3. This Offer is only available on select Superloop business totalbiz plan speeds of 100/20, 100/40 and 250/25 (**Eligible Plans**), and be on FTTP/HFC or fibre upgrade eligible FTTN or FTTC technology types.
4. This Offer is not available on our business totalbiz 50/20, 250/100, 500/200, 1000/50 or 1000/400 plans, or customers located in Opticomm or Vision Network locations.
5. The two (2) month speed upgrade is equivalent in speeds to our business totalbiz 1000/50 plan.
13. If your plan is eligible for Speedblast, the two (2) Speed Upgrade Days will not be available to you during the two-month Speed Upgrade period.
14. The monthly fee applicable to the service you selected at the time of signing up is set out in our Critical Information Summary available at: <https://www.superloop.com/terms>
15. All other charges such as upgrades, modems, other charges for non-standard installation will continue to apply.
16. The 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.

Your application

6. To be eligible for this Offer, you must:
 - be at least 18 years of age with a current Australian business address; and
 - be a new business customer of Superloop who places an order for an Eligible Plan during the Offer Period.
7. Superloop may accept or reject your application in its absolute discretion.

How the Offer works

8. The Offer: may only be used once per customer; is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
9. For a duration of two (2) months from acceptance of the Offer, you will receive the equivalent speed of our Totalbiz 1000/50 plan, at no additional cost.
10. Moving to another plan before the expiration of the two months, including another Eligible Plan, will forfeit any remaining speed upgrade.
11. Following the two (2) month period, your speed will revert to its original amount, unless you decide to upgrade to a higher tier plan, whereby the costs of that higher tier plan will apply.
12. If you decide to disconnect your Superloop Business nbn Broadband service in less than 30 days or without informing Superloop in writing, then the monthly cost for that period will be applied, or alternatively you can give Superloop 30 days' written notice for disconnecting your Superloop Business nbn Broadband service.