



Terms and Conditions

Superloop Residential Discount Offer for New Customers

Superloop Plan	NBN or Other Fibre	List Price (incl GST) (ongoing price)	Discounted Price (incl GST) (during first 6 months)
Everyday (25/10)	NBN	\$72.00	\$45.00
Family nbn (100/20)	NBN	\$95.00	\$69.00
Family Max nbn (500/50)	NBN	\$95.00	\$69.00
Everyday (25/10)	Other Fibre	\$77.00	\$45.00
Family (100/20)	Other Fibre	\$95.00	\$69.00
Family Max (500/50)	Other Fibre	\$95.00	\$69.00

Your application

- To be eligible for this Offer, you must:
 - be at least 18 years of age with a current Australian residential address; and
 - be a new customer of Superloop and sign up for a Superloop NBN or Other Fibre Plan.
- Superloop may accept or reject your application in its absolute discretion.
- This Offer is valid from the 15th of October 2025 until the 11th of November 2025 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 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.

How the Offer works

- 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.
- This Offer is applicable only for new residential customers and not available to existing customers.
- This Offer provides you with a discount off your monthly plan List Price as per the table above, which will be applied by Superloop at the time of signup. The monthly Discounted Price will automatically be applied to your first, second, third, fourth, fifth, and sixth invoices, or until you cancel your service, whichever is earlier.
- After six (6) months (Discount Period), Superloop will bill you the current monthly plan List Price applicable to the service. This amount is set out in our Critical Information Summary available at: <https://superloop.com/terms>
- If you downgrade your Superloop Plan during the Discount Period to a lower plan tier, then the Discounted Price will not apply and the minimum monthly charge will revert to the current monthly

plan List Price set out in our Critical Information Summary (CIS).

- If you upgrade your Superloop Plan during the Discount Period to a higher plan tier, the remaining months in the Discount Period will be transferred to the new plan, where the Discounted Price for the upgraded plan will apply. This is subject to change and at Superloop's discretion.
- All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non- standard installation will continue to apply.
- 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.
- This Offer is not available in all regions and does not apply to business services.
- All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
- Superloop makes no representations regarding third party products or services.
- 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.