Terms and Conditions

Superloop Residential Mobile Offer

Offer

1. The Superloop Residential Mobile Offer applies to new customers who sign up for a Superloop NBN or Superloop Other Fibre plan and a Superloop Mobile plan in the same transaction or to existing Superloop NBN or Superloop Other Fibre customers who purchase a new Superloop Mobile plan.
2. If eligible for this Offer, customers will receive 50% credit of the price of their recharge fee for their first three (3) recharges (**Discount Period**), only applicable when a broadband service is active under the same customer ID. The first activation of the Superloop Mobile service must occur before the 31st of December 2026 and the final recharge must take place before the 31st of March 2027 (**Offer Period**).

Your application

3. To be eligible for this Offer, you must:
   a. be at least 18 years of age with a current Australian residential address; and
   b. be a new customer of Superloop and sign up for a Superloop NBN or Other Fibre Plan at the same time as signing up for a new Superloop mobile plan; or
   c. be an existing Superloop NBN or Other Fibre Plan customer of Superloop and purchase a new Superloop mobile plan.
4. Superloop may accept or reject your application in its absolute discretion.
5. This Offer is valid from the 11th of November 2026 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

6. This Offer: may only be used once per new mobile service; is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
7. This Offer provides you with 3 (three) recharges of 50% credit off your mobile plan List Price as per the critical information summary, which will be applied by Superloop at the time of the recharge of your Superloop mobile plan (Discount Period). Your broadband service must be active at this point in time for the Offer to apply.
8. After the Discount Period, Superloop will bill you the current mobile recharge plan List Price applicable to the service. This amount is set out in our Critical Information Summary available at: https://superloop.com/terms
9. If you cancel your Superloop NBN or Fibre Plan during the Discount Period, then the 50% credit of your monthly mobile plan will be removed from your next recharge and the price of the monthly mobile service charge will revert to the minimum monthly charge set out in our Critical Information Summary (CIS).
10. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non- standard installation will continue to apply.
11. This Offer is not available in all regions and does not apply to business services.
12. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
13. Superloop makes no representations regarding third party products or services.
14. 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.

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