



# Terms and Conditions

## Superloop Modem/Router Offer

### Buy one get one free Offer - Residential only

1. New Residential Customers will receive one (1) additional Amazon eero 7 WiFi router per customer when they purchase one (1) or more eero 7 WiFi router/s outright or in instalments. The free eero 7 router requires that the Customer activates a Superloop nbn® or Other Fibre broadband plan on an eligible technology as set out below (Buy 1 Get 1 Free Offer).
2. The Buy 1 Get 1 Free Offer will only apply to one additional device and not any subsequent devices which must be purchased outright or on monthly instalments. The Buy 1 Get 1 Free Offer is not available in conjunction with any other modem/router offers including the Zero Cost 36-month Offer below. Please note that the \$25 device shipping charge is payable by the customer. For details on the shipping charges, please refer to the Superloop website.
3. The Offer is available to new Superloop Customers with an active, eligible residential nbn® or Other Fibre plan and other plans Superloop provides at its discretion (Eligible Plans) on all speed tiers available on FTTP, HFC, FTTC and NBN Fixed Wireless (Eligible Technologies). Totalbiz services are not eligible for this promotion
4. The Offer is available from the 15th of May 2026 until Superloop withdraws the Offer at any time by not advertising it (Offer Period). Superloop may withdraw the Offer at any time without notice.
5. By applying for the Offer, you agree to be bound by Superloop's Standard Form of Agreement available at <https://superloop.com/legal/terms/> (SFOA) and these Terms and Conditions. Superloop may change these Terms and Conditions at any time in accordance with the SFOA.  
**Your application**
6. To be eligible for this Offer, you must:
  - be at least 18 years of age with a current Australian residential address;
  - have an active, Eligible Plan on nbn® or Other Fibre Superloop broadband;
  - purchase one Amazon eero 7 WiFi router outright or on monthly instalments; and
  - provide Superloop with the details of a valid credit card or PayTo account in your name for the duration of your plan, regardless of your preferred payment method.
7. Superloop may accept or reject your application in its absolute discretion.  
**How the Offer works**
8. This Offer: may only be used once per customer and premises; is non-transferable; cannot be used with any other special offer or promotion including the Zero Cost 36-months Offer; and cannot be redeemed for cash.
9. This Buy 1 Get 1 Free Offer may only be used to receive one (1) Amazon eero 7 WiFi router per customer for no cost upon purchase of one or more Amazon eero 7 WiFi router/s.
10. This Offer cannot be changed to any other hardware or device available on Superloop or for a credit.
11. The Amazon eero 7 WiFi router is compatible only with FTTP, FTTC, HFC, and nbn® Fixed Wireless Eligible Technologies.
12. This Offer is not available in all regions and does not apply to nbn® Sky Muster services.
13. When you cancel your Superloop broadband service prior to the end of the modem term commitment or instalment period, you will pay a Modem Payout Fee for the remaining months of the modem term commitment, as per the tables below. The fee will be rounded up to the closest full month. If the Customer purchases the device from Superloop outright, they are the owner of the device. The Modem Pay-out Fee does not apply to devices paid outright or that are received at no cost as per the Buy 1 Get 1 Free Offer. However, the Modem Payout Fee will apply to any other devices purchased in instalments or with no upfront cost in accordance with the Buy 1 Get 1 Free Offer.
14. If a Customer cancels their services prior to the end of the instalment period and does not pay the Modem Payout Fee, the Amazon eero 7 WiFi router will be locked and will be unable to be used with any other retailer. This will not apply to devices paid outright or that are received at no cost as per the Buy 1 Get 1 Free Offer. However, the Modem Payout Fee will apply to any devices purchased in instalments in accordance with the Buy 1 Get 1 Free Offer. It can be unlocked at any time by paying the outstanding Modem Payout Fee.
15. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
16. Superloop makes no representations regarding third party products or services.
17. 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.  
**Instalment Payment Options**
18. Superloop will offer payment by instalment on the below modems. This can be applied to the Buy 1 Get 1 Free Offer as described above, where eligibility criteria is met. However, the Buy 1 Get 1 Free Offer cannot be used with any other special offer or promotion including the Zero Cost 36-months Offer.  
**Maximum Modem Payout Fee**
19. Maximum Modem Payout Fees are calculated as highlighted in the tables below. When a customer cancels their service or modem payment, any bundled pricing is void

## Terms and Conditions

### Superloop Modem/Router Terms

#### The Zero Cost on 36-months Offer

1. New Customers will receive one (1) Amazon eero 7 WiFi router (Totalbiz only) or one (1) TP Link VB433v WiFi 7 Gateway Router or (1) Amazon eero Pro 7 WiFi router per customer for zero cost upfront when they stay connected to an Eligible Plan for 36 months. The 36-month term requires that the Customer maintains an active Superloop nbn® or Other Fibre broadband Eligible Plan as set out below (Zero Cost on 36-months Offer).
  2. The Zero Cost on 36-months Offer will only apply to one (1) device and not any subsequent devices which must be purchased outright or on monthly instalments. Please note that the \$25 device shipping charge is payable by the customer. For details on the shipping charges, please refer to the Superloop website.
  3. The Offer is available to new Superloop Customers with an active, eligible residential or SMB nbn® or Other Fibre plan as below and other plans Superloop provides at its discretion (Eligible Plans):
    - Superloop Power home 100/40 Plan;
    - Superloop Hyperspeed 2000/100 Plan;
    - Superloop Hyperspeed 2000/200 Plan; or
    - Superloop Totalbiz plans 50/20, 100/20, 100/40, 250/100, 500/50, 750/50, 1000/100, 2000/100, 2000/200 and 2000/500.
  4. The Zero Cost on 36-months Offer is available from the 15th of May 2026 until Superloop withdraws the Offer at any time by not advertising it (Offer Period). Superloop may withdraw the Offer at any time without notice.
  5. By applying for the Offer, you agree to be bound by Superloop's Standard Form of Agreement available at <https://superloop.com/legal/terms/> (SFOA) and these Terms and Conditions. Superloop may change these Terms and Conditions at any time in accordance with the SFOA.
- #### Your application
6. To be eligible for this Offer, you must:
    - be at least 18 years of age with a current Australian residential or business address;
    - have an active, Eligible Plan on nbn® or Other Fibre Superloop broadband on Eligible Technologies;
    - select one Amazon eero 7 WiFi router (Totalbiz only), one TP Link VB433v WiFi 7 Gateway router or one Amazon eero Pro 7 WiFi router for zero cost upfront; and
    - provide Superloop with the details of a valid credit card or PayTo account in your name for the duration of your plan, regardless of your preferred payment method.
  7. Superloop may accept or reject your application in its absolute discretion.
- #### How the Offer works
8. This Offer: may only be used once per customer and premises; is non-transferable; cannot be used with any other special offer or promotion including the Buy 1 Get 1 Free Offer; and cannot be redeemed for cash.
  9. This Offer may only be used to purchase one (1) Amazon eero 7 WiFi router (Totalbiz only), one (1) TP Link VB433v WiFi 7 Gateway Router or one (1) Amazon eero Pro 7 WiFi router per customer for zero cost upfront.
  10. This Offer cannot be changed to any other hardware or device available on Superloop or for a credit.
  11. The Amazon eero 7 WiFi router is compatible only with FTTP, FTTC, HFC, and nbn® Fixed Wireless technology types (Eligible Technologies). The TP Link VB433v WiFi 7 Gateway router supports all technology types, including nbn® and Other Fibre services and VoIP.
  12. The Amazon eero Pro 7 WiFi router will only be offered on the 2000/100, 2000/200 and 2000/500 plans.
  13. This Zero Cost on 36-months Offer is not available in all regions and does not apply to nbn® Sky Muster services.
  14. If you cancel your Superloop broadband service prior to the end of the modem term commitment or instalment period, you will pay a Modem Payout Fee for the remaining months of the modem term commitment, as per the tables below. The fee will be rounded up to the closest full month.
  15. If a Customer stays connected for 36 months you will pay \$0 for the free device under this Zero Cost on 36-months Offer. During the 36-month term, the free device under this Zero Cost on 36-months Offer is Superloop Equipment which is property of Superloop and classified as a Superloop Network Asset.
  16. Once the 36-month term is completed, the free device under this Zero Cost on 36-months Offer becomes the property of the Customer and is considered Customer Equipment. If the Customer purchases the device from Superloop outright, they are the owner of the device.
  17. If a Customer cancels their services prior to the end of the 36-month term and does not pay the Modem Payout Fee, the Amazon eero 7 WiFi router, the TP Link VB433v WiFi 7 Gateway router or the Amazon eero Pro 7 WiFi router will be locked and will be unable to be used with any other retailer. It can be unlocked at any time by paying the outstanding Modem Payout Fee.
  18. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
  19. Superloop makes no representations regarding third party products or services.
  20. 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.
- #### Instalment Payment Options
21. Superloop will offer payment by instalment on the below modems. This can be utilised in addition to the Zero Cost on 36-month upfront Offer as described above, where eligibility criteria is met. However, the Zero Cost 36-months Offer cannot be used with any other special offer or promotion including the Buy 1 Get 1 Free Offer.
- #### Maximum Modem Payout Fee
22. Maximum Modem Payout Fees are calculated as highlighted in the tables below. When a customer cancels their service or modem payment, any bundled pricing is void.

## Where One Zero Cost Modem Offer is Supplied

Payment Option	1 x eero 7 (Totalbiz Only)	2 x eero 7 (Totalbiz Only)	3 x eero 7 (Totalbiz Only)	1 x eero 7 Pro	2 x eero 7 Pro	3 x eero 7 Pro	1 x TP Link VB433v
OUTRIGHT	Free*, Worth \$199	Free* + \$199	Free* + \$359	Free*, Worth \$299	Free* + \$299	Free* + \$539	Free*, Worth \$209
Max Modem Payout Fee	Free* modem: \$5.50 x 36 = \$198; Outright modem(s): not applicable			Free* modem: \$8.25 x 36 = \$297; Outright modem(s): not applicable			Free* modem: \$5.75 x 36 = \$207; Outright modem: not applicable
12-Month Installment	Free*, Worth \$199	\$20/m	\$30/m	Free*, Worth \$299	\$25/m	\$45/m	Free*, Worth \$209
Max Modem Payout Fee	Free* Modem: \$5.50 x 36 = \$198			Free* Modem: \$8.25 x 36 = \$297			Free* Modem: \$5.75 x 36 = \$207
		Paid Modem: \$16.50 x 12 = \$198	Paid Modems: \$33 x 12 = \$396		Paid Modem: \$24.50 x 12 = \$294	Paid Modem: \$49.50 x 12 = \$594	
24-Month Installment	Free*, Worth \$199	\$10/m	\$15/m	Free*, Worth \$299	\$15/m	\$25/m	Free*, Worth \$209
Max Modem Payout Fee	Free* Modem: \$5.50 x 36 = \$198			Free* Modem: \$8.25 x 36 = \$297			Free* Modem: \$5.75 x 36 = \$207
		Paid Modem: \$8.25 x 12 = \$198	Paid Modems: \$16.50 x 12 = \$396		Paid Modem: \$12.25 x 12 = \$294	Paid Modem: \$594 x 12 = \$594	

## Where No Zero Cost Modem Offer is Supplied

Payment Option	1 x eero 7	2 x eero 7	3 x eero 7	1 x eero 7 Pro	2 x eero 7 Pro	3 x eero 7 Pro	1 x TP Link VB433v
OUTRIGHT	\$199	\$359	\$479	\$299	\$539	\$720	\$209
Max Modem Payout Fee	Outright Modem: Not Applicable						
12 Month Installment	\$20/m	\$30/m	\$40/m	\$25/m	\$45/m	\$60/m	\$20/m
Max Modem Payout Fee	\$16.50 x 12 = \$198	\$33 x 12 = \$396	\$49.50 x 12 = \$594	\$24.50 x 12 = \$294	\$49.50 x 12 = \$594	\$74.50 x 12 = \$894	\$17 x 12 = \$204
24-Month Installment	\$10/m	\$15/m	\$20/m	\$15/m	\$25/m	\$30/m	\$10/m
Max Modem Payout Fee	\$8.25 x 24 = \$198	\$16.50 x 24 = \$396	\$24.75 x 24 = \$594	\$12.25 x 24 = \$294	\$24.75 x 24 = \$594	\$37.25 x 24 = \$894	\$8.50 x 24 = \$204

\* Free when you stay connected to an Eligible Plan for 36 months. \$25 shipping charge is applicable to all modem purchase orders. All pricing is inclusive of GST