Terms and Conditions

Superloop Modem Terms

The Offer

1. Customers will receive one (1) Amazon eero 7 WiFi router, one (1) TP Link VB433v WiFi 7 Gateway Router or (1) Amazon eero Pro 7 WiFi router for zero cost upfront when they stay connected to an Eligible Plan for 24 months. The 24-month term requires that the Customer maintains an active Superloop nbn® or Other Fibre broadband plan as set out below. The zero-cost upfront offer will only apply to the first device and not any subsequent devices which must be purchased outright or by monthly instalment **(Offer)**. 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.

2. The Offer is available to 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 Creator 250/100 Plan;
    - Superloop Family 100/20 Plan;
    - Superloop Family Max 500/50 Plan;
    - Superloop Megaspeed 750/50 Plan;
    - Superloop Fixed Wireless Plus 100/20;
    - Superloop Fixed Wireless Home Fast 250/20;
    - Superloop Fixed Wireless Superfast 400/40; or
    - Superloop Totalbiz plans 50/20, 100/20, 100/40, 250/100, 500/50, 750/50, 1000/100, 2000/100, 2000/200, 2000/500, NBN Fixed Wireless 100/20, 250/20 and 400/40.

3. The Offer is available from the 10th of November 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.

4. 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

5. 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 nbn® or Other Fibre Superloop broadband plan;
    - select one Amazon eero 7 WiFi router, 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 direct debit bank account in your name for the duration of your plan, regardless of your preferred payment method.

6. Superloop may accept or reject your application in its absolute discretion.

How the Offer Works

7. This Offer may only be used once per customer and premises; is non-transferable; cannot be used with any other special offeror promotion; and cannot be redeemed for cash.

8. This Offer may only be used to purchase one (1) Amazon eero 7 WiFi router, one (1) TP Link VB433v WiFi 7 Gateway Router or one (1) Amazon eero Pro 7 WiFi router per customer for zero cost upfront.

9. This Offer cannot be changed to any other hardware or device available on Superloop or for a credit.

10. The Amazon eero 7 WiFi router is compatible only with FTTP, FTTC, HFC, and nbn® Fixed Wireless technology types. The TP Link VB433v WiFi 7 Gateway router supports all technology types, including nbn® and Other Fibre services and VoIP.

11. The Amazon eero Pro 7 WiFi router will only be offered on the 2000/100, 2000/200 and 2000/500 plans. Only Totalbiz plans are eligible for a Free*, 12 or 24 Month payment options. Residential Hyperspeed plans, 2000/100 and 2000/200, will only allow outright purchase of Eero Pro 7.

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.

14. If a Customer stays connected for 24 months you will pay $0 for the free device under this Offer. During the 24-month term, the free device under this Offer is Superloop Equipment which is property of Superloop and classified as a Superloop Network Asset.

15. Once the 24-month term is completed, the free device under this 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.

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16. If a Customer cancels their services prior to the end of the 24-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.

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**: Superloop and the **Superloop logo**. Other company, product or service names may be trade or service marks of others.

Instalment Payment Options

20. Superloop will offer payment by instalment on the below modems. This can be utilised in conjunction with the zero cost upfront Offer as described above, where eligibility criteria is met.

21. If you cancel your Superloop broadband plan 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

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	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	Free*, Worth $216	Free* + $216	Free* + $432	Free*, Worth $312	Free* + $312	Free* + $624	Free*, Worth $216
Max Modem Payout Fee	Free* modem: $9 x 24 = $216; Outright modem(s): not applicable			Free* modem: $13 x 24 = $312; Outright modem(s): not applicable			Free* modem: $9 x 24 = $216; Outright modem: not applicable
12-Month Installment	Free*, Worth $216	$18/m	$36/m	Free*, Worth $312	$26/m	$52/m	Free*, Worth $216
Max Modem Payout Fee	Free* Modem: $9 x 24 = $216			Free* Modem: $13 x 24 = $312			Free* Modem: $9 x 24 = $216
		Paid Modem: $18 x 12 = $216	Paid Modems: $36 x 12 = $432		Paid Modem: $26 x 12 = $312	Paid Modem: $52 x 12 = $624	
24-Month Installment	Free*, Worth $216	$9/m	$18/m	Free*, Worth $312	$13/m	$26/m	Free*, Worth $312
Max Modem Payout Fee	Free* Modem: $9 x 24 = $216			Free* Modem: $13 x 24 = $312			Free* Modem: $9 x 24 = $216
		Paid Modem: $9 x 24 = $216	Paid Modems: $13 x 24 = $432		Paid Modem: $13 x 24 = $312	Paid Modem: $26 x 24 = $624	

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	$216	$432	$648	$312	$624	$936	$216
Max Modem Payout Fee	Outright Modem: Not Applicable						
12 Month Installment	$18/m	$36/m	$54/m	$26/m	$52/m	$78/m	$18/m
Max Modem Payout Fee	$18 x 12 = $216	$36 x 12 = $432	$54 x 12 = $648	$26 x 12 = $312	$52 x 12 = $624	$78 x 12 = $936	$18 x 12 = $216
24-Month Installment	$9/m	$18/m	$27/m	$13/m	$26/m	$39/m	$9/m
Max Modem Payout Fee	$9 x 24 = $216	$18 x 24 = $432	$27 x 24 = $648	$13 x 24 = $312	$26 x 24 = $624	$39 x 24 = $936	$8 x 24 = $216

* Free when you stay connected to an Eligible Plan for 24 months. $25 shipping charge is applicable to all modem purchase orders. Free*, 12 and 24 month payment options for Eero Pro 7 is only available on Totalbiz plans. All pricing is inclusive of GST

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