



Key Facts Sheet: Superloop Internet on Totalbiz plans on nbn[®] Fixed Wireless Services

Important information about the nbn Fixed Wireless network speed options available with Superloop.

How fast is the plan - Totalbiz plans on nbn[®] Fixed Wireless

Superloop Totalbiz on nbn [®] Fixed Wireless Plans ²			
Activity / Plan	Fixed Wireless Plus (100/20 Mbps)	Fixed Wireless Home Fast (250/20 Mbps)	Fixed Wireless Superfast (400/40 Mbps)
Typical Busy Period Download / Upload Speed ¹	80/12 Mbps	160/12 Mbps	250/15 Mbps
Employees Supported	3–4	3–4	5+
Email and Browsing	✓	✓	✓
VoIP Calls	✓	✓	✓
Business Applications	✓	✓	✓
Streaming HD/4K Video	✓	✓	✓
Downloading/Uploading Large Files	-	-	✓
Video Conferencing	-	-	✓
Cloud Applications	-	-	✓

✓ = Supported (Works well at this speed); - = Not Recommended at this speed

¹ Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Family Max, Creator, Lightspeed and Hyperspeed nbn are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices.

² The speed tier figures in our advertising represent the maximum possible speeds available during off-peak periods. Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean at:

<https://www.accc.gov.au/consumers/internet-landline-services/broadband-speeds>.

About Speeds

The nbn[®] Fixed Wireless speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn[®]. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, see about nbn[®] speeds.

Superloop nbn[®] Fixed Wireless Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Superloop website to check your service availability or contact our Sales Team on 1800 578 737. Customer Service Guarantee does not apply to VoIP Phone or nbn[®] services.

Not all nbn[®] Fixed Wireless locations support all speed tiers. Superloop cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Things that can affect your nbn[®] service speed

There are a number of factors that can impact the actual speed delivered by your nbn[®] service:

- the nbn[®] speed tier you have purchased
- your choice of modem/router
- where you have placed your WiFi modem
- how far your device is from your WiFi modem
- interference to your WiFi signal from other networks and electrical equipment
- the age and performance of the wiring in your address
- the capacity of the network and how much traffic it is carrying

- the type of technology connecting your address
- the speed of the website you're browsing

Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during offpeak.

Things that can affect your Fixed Wireless nbn[®] service speed: All speeds are best effort and are not guaranteed. Factors such as distance, weather, interference or technical limitations may prevent the fixed wireless signal from achieving maximum speeds.

Superloop Voice Services/VoIP Limitations

VoIP services require a stable power and internet connection and any power or internet outage will result in loss of service. This means that during any power or internet outage, you will not be able to make or receive any calls, including calls to emergency services (i.e. 000). You should ensure that you have an alternative method to make calls such as a mobile phone.

VoIP services are dependent on Your LAN configuration, router and QoS settings. We are not responsible for voice issues caused by third-party networks or non-VOIP optimized setups.

Medical and Security Alarms

If you have a Security Alarm or Medical Alarm connected to your service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available.

With the nbn network being fully built and operational and the completion of mass disconnection from the legacy copper network, nbn closed the Medical Alarm Register on Friday 30 June 2023:

<https://www.nbnco.com.au/learn/device-compatibility/medical-alarms>

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