



# Terms and Conditions

## Superloop Probiz nbn Enterprise Ethernet 2 Months Free Offer

### The Offer

1. **Get rewarded!** Get 2 months free worth up to a maximum of \$1,298 (Ex GST) when:
  - Signing up to a New Superloop Probiz NBN EE service on selected Superloop Probiz nbn Enterprise Ethernet plans for a 36 Month Contract term; or
  - Resign/recontract an Existing eligible Superloop Probiz NBN EE service on selected Superloop Probiz nbn Enterprise Ethernet plans for another 36 Month Contract term (**Offer**).

Upon successful activation of a new Eligible plan or re-contracting of an existing Eligible Plan as set out in the table below, the first 2 months of the Monthly Recurring Charge (**MRC**) of your selected Eligible Plan will be free. The total Offer Value that you will actually receive will be equivalent to two (2) times the MRC of the service. This will vary depending on the service tier chosen at the time of contract. The Value of the Eligible Plans are set out in the tables in sections 4 and 5 below, up to a maximum of \$1,298 (Ex GST).

2. The Offer is available to New or Existing Superloop customers signing up to or resign/recontracting onto the below Superloop Eligible Plans and other plans Superloop provides at its discretion (**Eligible Plans**) on a 36-month contract term:
  - Superloop Probiz nbn EE 100/100 - (applicable for resigning/recontracting only);
  - Superloop Probiz nbn EE 250/250;
  - Superloop Probiz nbn EE 500/500;
  - Superloop Probiz nbn EE 1000/1000; or
  - Superloop Probiz nbn EE 2000/2000.

On Low or High CoS and all Zones.

3. The Offer is available from 1 January 2026 to 30 June 2026 (**Offer Period**). Superloop may withdraw the Offer at any time without notice.

### Your application

To be eligible for this Offer, the following applies:

### 4. For New and Existing Superloop Customers signing up to a New Superloop Probiz nbn EE Service:

- The Offer is applicable to New Superloop nbn Enterprise Ethernet service ordered during the Offer Period and activated within 90 days of the end of the Offer Period.
- ONLY available to New and Existing Superloop customers signing up to a New Superloop Probiz nbn EE service on a 36-month contract term which requires a New Build or is a Logical Connect i.e., transferring an existing active NBN EE service from another RSP to Superloop.
- The Offer is applicable to Superloop Probiz nbn Enterprise Ethernet in-market plans and contract terms on the speeds below:

New Superloop Probiz nbn EE Service				
Eligible Plans: Superloop Probiz nbn EE				
Speed Tier	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Minimum Term	36 months	36 months	36 months	36 months
Free Months	2	2	2	2
\$ Value (Ex GST)	\$758	\$898	\$1298	POA

Note: For Superloop Probiz nbn EE 2Gbps+ speed, the Offer Value will be equivalent to 2 times the agreed MRC at time of order.

- Standard Superloop Probiz nbn EE In-market pricing applicable.
- Any applicable build and/or installation costs will be passed upfront onto the customer.
- Offer is NOT available for Relocation orders AND/OR Changes from Exetel to Supplier. i.e. moving from Exetel TPG or Exetel ethernet fibre to Superloop.
- Superloop will claw back the total Offer Value if the service is disconnected or downgraded to a lower speed plan then originally contracted within 90 days of activation. This will be in addition to any applicable plan Early Termination Charges (ETC) or fees. This will be applied to your next bill after the downgrade or disconnection occurs.



- The claw back amount will be calculated by number of free month/s applied multiplied by the MRC of the original contracted Probiz speed plan.
- The Offer is not applicable with other in-market promotions unless stated otherwise.
- Superloop may accept or reject your application for the Offer in its absolute discretion.
- The Offer will be applied to the customers' invoice once the service is connected.

**5. For Existing Superloop Customers resigning/recontracting to an eligible Existing Superloop Probiz nbn EE Service:**

- The Offer is applicable to existing Superloop Customers with an existing Superloop Probiz nbn EE Service that is out of contract or coming out of contract in the next 3 months.
- Eligible service must recontract back onto a 36-month contract term on eligible in-market Superloop Probiz nbn EE plans.
- The Offer is applicable to Superloop Probiz nbn Enterprise Ethernet in-market plans and contract terms on the speeds below:

Existing Superloop Probiz nbn EE Service					
Eligible Plans: Superloop Probiz nbn EE					
Speed Tier	100 Mbps	250 Mbps	500 Mbps	1000 Mbps	2000 Mbps
Minimum Term	36 months	36 months	36 months	36 months	36 months
Free Months	2	2	2	2	2
\$ Value (Ex GST)	\$758	\$758	\$898	\$1298	POA

Note: For Superloop Probiz nbn EE 2Gbps+ speed, the Offer Value will be equivalent to 2 times the agreed MRC at time of recontract.

- Standard Superloop Probiz nbn EE In-market pricing applicable.
- Eligible order and recontract start date must be placed and completed during the Offer Period.
- Superloop will claw back the total Offer Value if the service is disconnected or downgraded to a lower speed plan than originally recontracted within 90 days of the recontract start date. This will be in addition to any applicable plan Early Termination Charges (ETC) or fees. This will be applied to your

next bill after the downgrade or disconnection occurs.

- The claw back amount will be calculated via number of free month/s applied multiplied by the MRC of the original contracted Probiz speed plan.
- The Offer is not applicable with other in-market promotions unless stated otherwise.
- Superloop may accept or reject your application for the Offer in its absolute discretion.
- The Offer will be applied to the customers' invoice after the recontract start date.

**General Terms**

- This Offer: is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
- 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.
- 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.