



Terms and Conditions

Superloop Residential Broadband Unconnected Offer December 2025

The Offer

1. The Superloop Residential Broadband Unconnected Offer gives new residential customers who choose the eligible nbn plans, the opportunity to be upgraded to the 100/20 or 500/50 plan for 6 months at no additional charge (**Upgrade Period**). During the Upgrade Period My Speed Boost will be unavailable for these plans. After the expiration of the Upgrade Period the service will be downgraded back to the originally selected plan, subject to these Terms and Conditions (**Offer**).
2. This Offer is valid for new orders placed between the 1st of December 2025 and the 6th of January 2026 (**Offer Period**). By applying for the Offer, you agree to be bound by Superloop's Terms, available at <https://superloop.com/terms> and these Terms and Conditions. Superloop may change these Terms and Conditions at any time without notice.
3. This Offer is only available on the following Eligible Plans at the standard list prices as set out in our Critical Information Summary available at: <https://www.superloop.com/terms>
 - FTTN/B/C locations - NBN25 and NBN50 will receive a Free Speed Upgrade to NBN100/20; and
 - FTTP/HFC locations - NBN25 and NBN50 will receive a Free Speed Upgrade to NBN500/50 (**Eligible Plans**.)

Your application

4. To be eligible for this Offer, you must:
 - be at least 18 years of age with a current Australian residential address;
 - be a new residential customer of Superloop, who places an nbn order for an Eligible Plan during the Offer Period, who receives this Offer during Service Qualification where NBN has determined the address as unconnected.
5. Superloop may accept or reject your application in its absolute discretion.

How the Offer works

6. The Offer: may only be used once per customer; is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
7. After expiration of the Upgrade Period, Superloop will bill you the standard list price of your original plan as set out in the Critical Information Summary, which is the current monthly fee applicable to the service you selected as set out in our Critical Information Summary available at: <https://www.superloop.com/terms>
8. Moving, upgrading or downgrading to another ineligible plan, or downgrading to an Eligible Plan on a lower speed plan, before the expiration of the Upgrade Period, will forfeit any remaining months on the Upgrade Period as set out in this Offer.
9. Should the Customer upgrade to another Eligible Plan during the Upgrade Period, the Customer will receive the Offer for the new Eligible Plan, prorated for the remainder of the months remaining in the Upgrade Period of the original Eligible Plan only.
10. If you decide to disconnect your Superloop residential nbn Home Broadband service in less than 30 days or without informing Superloop in writing, then the monthly cost for that period will be applied, or alternatively you can give Superloop 30 days' written notice for disconnecting your Superloop residential nbn Home Broadband service.
11. All other charges such as upgrades, modems, other charges for non-standard installation will continue to apply.
12. The Offer is not available in all regions.
13. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
14. Superloop makes no representations regarding third party products or services.
15. Images are for information purposes only and the following are trademarks of Superloop: and the Superloop logo. Other company, product or service names may be trade or service marks of others.