



Terms and Conditions

Superloop Totalbiz Broadband Promotional Add on Offer

These Terms and Conditions outline the promotional inclusions and conditions applicable to Superloop Totalbiz Broadband services.

1. These promotional terms and conditions are supplementary to the Superloop Critical information summary of the Totalbiz product found at www.superloop.com/terms.
2. Superloop promotional offers listed in this schedule are subject to change at any time by Superloop by not advertising online at www.superloop.com.
3. The offers listed in this schedule are applicable to all Superloop Broadband Totalbiz plans unless directly specified below.
4. Cancellation of the Totalbiz service will result in the cancellation of any add ons attached including the promotional offers listed in this schedule.
5. The following promotional inclusions apply to new Superloop Totalbiz customers from 12 May 2026.

5.1. Static IP Address

All new Superloop Totalbiz plans will be provisioned with a Static IP address for the duration of the service.
A Static IP is a fixed internet address assigned to your service, designed to remain consistent over time.
While Superloop does not guarantee that the assigned Static IP will remain unchanged, reasonable efforts will be made to maintain the same IP address for the duration of the service.

5.2. Business VoIP

The Superloop \$0 Business Phone Call Pack Offer gives new customers the opportunity to receive one (1) Unlimited Business Phone call pack for zero-cost upfront when they stay connected to an Eligible Totalbiz Plan.
The zero cost Business Phone call pack requires that the Customer maintains an active Superloop Totalbiz broadband plan.
For Full terms and conditions, please refer to <https://files.superloop.com/cis/voip/SL-Residential-HomePhone-CIS.pdf>.

5.3. Priority Support

Superloop Totalbiz customers will receive priority support from Superloop's customer service team with all calls being answered within 5 minutes.

If you called the prioritised business team on 1800 57 87 37 to lodge a support ticket and remained on hold for over 5 minutes, before your call was picked up by a Superloop operator, you may be eligible for a \$10 credit on your next bill.

This applies for calls made between 8:30am to 7:00pm AEST Monday to Friday, in normal conditions (Exclusions apply for unforeseen circumstances).

To lodge a claim and request a credit, please email SMBCallGuarantee@superloop.com with:

- Your account number
- Your account name
- The phone number you had called from when lodging your support ticket
- As well as the date and time of the applicable call

Our Superloop service teams investigate every claim and may take up to 30 calendar days to process your claim.

5.4. Modem

Customers will receive one (1) Amazon eero 7 WiFi router or one (1) TP Link VB433v WiFi 7 Gateway Router or (1) Amazon eero Pro 7 WiFi router for zero cost upfront when they commit to an Eligible Plan for a 36-month term and stay connected to the plan for the entire 36 months.

For details on the shipping charges and the full Superloop Modem Offer terms and conditions, please refer to www.superloop.com/terms.

5.5. nbn eSLA

Superloop customers serviced by nbn on eligible Totalbiz plans will receive an nbn® enhanced Service Level Agreement (eSLA). eSLA offers customers enhanced support for any service disruptions determined to be an nbn fault.
Eligibility for eSLA is determined by Superloop and is based on the customer's plan, service technology and location.

nbn eSLA	4 Hour Pro	12 Hour Essential
Eligible Speeds	500/200, 1000/400, 2000/500	100/40, 250/100
Summary	Fastest restoration target for businesses who need to be back online as quickly as possible	A 12 hours restoration target for businesses that need to prioritise their time online
Restoration Target Timeframe ¹	4-hour - nbn® Target to resolve nbn related faults on your service within 4 hours, 24/7	12-hour - nbn® Target to resolve nbn related faults on your service within 12 hours, 24/7
Target applies for metro and selected regional locations. Business Service Monitoring: Monitor a service for 7 days after an assurance event where a fault was found.		

¹ The fault restoration target times assume urban and limited rural areas, where no site visit is required. Fault rectification time may vary depending on the location of the premises and nature of the fault. In Major/Minor Rural and Remote Areas where the Fault requires external or internal plant work or nbn attendance at Premises will be subject to longer fault restoration times