

## CRITICAL INFORMATION SUMMARY

This summary does not include any promotional offers, discounts or price alterations that may occur on occasion



# Superloop Business Fixed Wireless Symmetrical 20, 50, 100

Monthly Data Quota	Maximum Theoretical Service Speed	Typical Busy Period Service Speed*	Minimum Monthly Charge	Cost per GB	Total Minimum Cost (1 month)	Total Minimum Cost (12 months)	Total Minimum Cost (24 months)
200GB	20 Mb/s Down 20 Mb/s Up	12-20 Mb/s Down 10-20 Mb/s Up	\$250.00	\$1.25	\$699.95	\$3,249.95	\$6,189.95
500GB	20 Mb/s Down 20 Mb/s Up	12-20 Mb/s Down 10-20 Mb/s Up	\$300.00	\$0.60	\$749.95	\$3,849.95	\$7,389.95
1000GB	20 Mb/s Down 20 Mb/s Up	12-20 Mb/s Down 10-20 Mb/s Up	\$350.00	\$0.35	\$799.95	\$4,449.95	\$8,589.95
Unlimited	20 Mb/s Down 20 Mb/s Up	12-20 Mb/s Down 10-20 Mb/s Up	\$400.00	-	\$849.95	\$5,049.95	\$9,789.95
Unlimited	50 Mb/s Down 50 Mb/s Up	40-50 Mb/s Down 40-50 Mb/s Up	\$650.00	-	\$1,099.95	\$8,049.95	\$15,789.95
Unlimited	100 Mb/s Down 100 Mb/s Up	90-100 Mb/s Down 90-100 Mb/s Up	\$1100.00	-	\$1,549.95	\$13,449.95	\$26,589.95

### Service Information

Superloop business fixed wireless is a stand-alone internet only product which does not form part of a bundle. An email address is not included in this offer.

Business services include;

- 1 Static IP Address
- A Reverse DNS Entry Request
- Dedicated Business Support

### Minimum Term

1 month, 12 months, or 24 months.

### Early Termination Charge (ETC)

Plan	Maximum ETC
All Superloop Residential Fixed Wireless Plans	Remaining Contract Term

(Months Remaining X Original Selected Plan Minimum Monthly Cost)

### Important Service Condition

The Superloop installed antenna (modem) remains the property of Superloop.

### Service Availability & Requirements

Superloop business fixed wireless is only available in certain fixed wireless enabled areas of South Australia. Initial service qualification checks will need to be performed to determine the availability of the service. If you require WiFi within the property, you will need an Ethernet WAN compatible WiFi router.

### Business Fixed Wireless Service Speeds

\*Busy Period: 9am – 5pm, Monday - Friday

Fixed wireless service speeds are variable based on the time of the day, your location, and the below factors:

### Factors that can affect Superloop Fixed Wireless Link speeds to the premises:

- Severe weather conditions such as heavy rain, hail, or snow (Rain Fade), and violent winds.
- Signal Quality, Signal Strength, and/or external sources of radio interference.
- Line of Sight obstructions in between the antenna and the radio tower (such as trees and buildings).

- Radio tower capacity.

### Factors that can affect local (end user) network speeds within the premises:

- Performance of end user's network equipment (such as routers, switches, WiFi extenders, or power-line adapters).
- Connecting to the router via WiFi instead of an Ethernet LAN cable.
- Quality of internal data cabling (if present).
- Amount of people using the internet within the property at the same time.

For more information and factors that can affect speeds, you can visit <https://www.superloop.com/speeds-and-performance.html>

### Pricing Information

All prices in this summary are inclusive of GST.

### Minimum Monthly Charge

As per the above table

### Total Minimum Cost

New Equipment Installation + (Minimum Monthly Charge X Contract Length)

### Price per Gigabyte

As per the table above.

### Installation and Activation Fees

In addition to the monthly charge (and router if taken), customers will be invoiced for the following

Contract Length	New Equipment Installation
1 Month	\$449.95
12 Month	\$249.95
24 Month	\$189.95

Where suitable existing Superloop equipment is available, a reduced Activation Fee will be applied instead of a New Equipment Installation Fee

Contract Length	Existing Equipment Activation
1 Month	\$149.95
12 Month	\$99.95
24 Month	\$49.95

Installer site appointments are required for both installations and activations.

### Extra Charges

On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service, or may require additional materials not covered by the installation or relocation fee.

In the case of additional labour or extra materials, this may be required at the customers' expense.

Extra Charge	Cost
4m Extended Mast	\$220.00
6m Extended Mast	\$350.00
Additional Labour	Variable
Extra Materials	Variable

Where additional labour or materials are required, a quote will be provided and must be accepted before the installation work can commence.

### Relocation of Service Address

Relocation Setup	Cost
Standard Relocation	\$249.95

If you are within your contracted term, and you relocate to an address that Superloop cannot service or you chose not to relocate the service, then the ETC will apply.

If you choose not to relocate the service because an extended mast, extra materials, or additional labour are required, then an ETC will apply.

### Optional Accessory – Router

If you require WiFi throughout the property, you will need an Ethernet WAN compatible WiFi router which you can supply yourself, or Superloop can supply a router for an additional fee from \$99.95 if required, which will be added to the first invoice.

### Data Packs

Data packs are available to purchase if you want to add temporary additional data to your plans' monthly data quota amount for the current billing cycle.

Any data that you have used, while shaped, above your monthly data quota, will be deducted from the amount of data provided by the data pack.

The below table lists the amount and the price, of data packs available for purchase.

Amount	Cost
10GB	\$10.00
20GB	\$20.00
50GB	\$35.00
100GB	\$50.00
200GB	\$100.00

Data packs are charged in arrears and are non-refundable. Any unused data will expire at the end of the billing cycle.

You can add data packs to your account via the Superloop members section portal at

<https://members.superloop.com/login>

### Billing

Service(s) are charged for the full month in-advance and are non-refundable.

The first invoice is not issued until the service is ready for use at the Superloop Network Boundary Point (NBP).

Every subsequent invoice is issued 2 weeks before the due date to the primary contact email address that is provided to Superloop upon signup. You are required to keep Superloop updated if any changes are made to your primary contact details.

Superloop does not offer paper billing.

### Payment

You can select your preferred payment method upon signup, or at a later stage through the Superloop members section portal at <https://members.superloop.com/login>. Acceptable payment methods are; BPAY, EFT, Direct Deposit, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and Auto-Debit from a Credit/Debit card (Visa or MasterCard only).

Superloop does not accept Cheque payments, or Bank Account Direct Debit.

### Plan Changes

You can request to change your plan once per month at no cost, which will take effect at the beginning of the next billing cycle. You can make this request by calling Superloop, or through the Superloop members section portal at <https://members.superloop.com/login>

### Other Information

#### Data Usage Information

Data usage is calculated using both downloads and uploads. You are not charged for excess data usage. Instead, the service speed will shape to 512k/512k until the billing cycle resets.

You are able to obtain data usage information from the Superloop members section portal at <https://members.superloop.com/login>

#### Customer Service Contact

Please visit <https://hbbsupport.superloop.com/hc/en-au> if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account.

#### Complaints and Disputes

If you have a service complaint or an accounting dispute that you feel has not been resolved by standard customer service contact means and wish to take the matter further, you can visit <https://www.superloop.com/legal/complaints-handling.html> for contact details and information on how to raise a formal Superloop complaint.

#### Further Investigation

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

#### Further Information

For further information, you can visit the Superloop website at [www.superloop.com](http://www.superloop.com)

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