

### INSTALLATION & ACTIVATION FEES <sup>1</sup>

Contract Length	New Equipment Installation	Existing Equipment Activation
1 Month	\$249.00	\$99.95
12 Month	\$189.95	\$49.95
24 Month	\$99.95	<b>\$0</b>
36 Month ( <i>Mast Only</i> )	\$99.95	N/A

### RELOCATION FEE

Relocation Setup	Cost
Standard Relocation	\$199.95

### ADDITIONAL INSTALLATION/RELOCATION CHARGES <sup>2</sup>

Extra Charge	Cost			
4m Extended Mast ( <i>Mast</i> )	1 Month Contract \$220	12 Month Contract \$150	24 Month Contract \$150	36 Month Contract <b>\$0</b>
Additional Labour	Variable			
Extra Materials	Variable			
Boom or Scissor Lift Hire	At Hire Cost			

### DATA PACKS <sup>3</sup>

Data Amount	Cost
10GB	\$5
20GB	\$10
50GB	\$25
100GB	\$40
200GB	\$70

### ADDITIONAL FEES FOR SERVICE

Fee Description	Cost
Antenna Removal	\$50
Antenna Relocation	\$150
Data Socket / Wall Plate Relocation	\$100
Incorrect Callout Fee <sup>4</sup>	\$25
Contractor Fee for Service <sup>5</sup>	Variable

### HARDWARE & ACCESSORIES

Description	Cost
TP-Link Archer C60 eWAN Router	\$99.95
TP-Link Archer VR400 VDSL2 Modem Router	\$124.95
TP-Link Archer C20 eWAN Router	\$49.95

### ADMINISTRATION & OTHER FEES

Fee Description	Cost
Change of Ownership Fee <sup>6</sup>	\$30
Remote Apartment Activation	\$30
Unrecovered Equipment Fee	\$300
Early Termination Charge <sup>7</sup>	Up to \$750
Replacement or Repair of Damaged Equipment <sup>8</sup>	Variable
Postage & Handling	\$14.95
Plan Change Request Fee	<b>\$0</b>
Static IP Address	\$5/month
Holiday Mode <sup>9</sup>	\$15/month



## Pricing Schedule Fixed Wireless Home Broadband

All prices quoted on this schedule are inclusive of GST.

Prices quoted on this schedule are subject to change any time at Superloop's discretion.

<sup>1</sup> Installer site appointments are required for both installations and activations.

<sup>2</sup> 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.

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

<sup>3</sup> 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.

<sup>4</sup> As per the section 9 to 9.8 of the Superloop Standard Form of Agreement.

<sup>5</sup> This fee is to be determined by the contractor on the day of the callout if the contractor chooses to provide an additional service as per section 9.9 of the Superloop Standard Form of Agreement. This additional fee for service must be agreed to prior to work commencing.

<sup>6</sup> Administration fee to be charged to the customer gaining the service.

<sup>7</sup> (*Months Remaining X Original Selected Plan Minimum Monthly Cost*) Capped at \$250 for a 12-month contract, \$500 for a 24-month contract, and \$750 for a 36-month contract (*mast only*).

<sup>8</sup> As per section 9.10 of the Superloop Standard Form of Agreement. The cost may vary based on the type of equipment being repaired or replaced.

<sup>9</sup> Holiday mode keeps your account and the antenna active for long periods of time while you are away. If you are still in contract, your contract length will be extended for the amount of time the service was left in holiday mode.