



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

APARTMENT HOME BROADBAND

| Monthly Data Quota | Maximum Access Service Speed | Typical Evening Service Speed ¹ | Minimum Monthly Charge | Cost per GB | Total Minimum Cost (1 month) | Total Minimum Cost (12 month) |
|---------------------------------|------------------------------|--|------------------------|-------------|------------------------------|-------------------------------|
| PREMIUM PLUS² | | | | | | |
| UNLIMITED | 250 Mbps Down 250 Mbit Up | 225 Mbps¹ | \$89.95 | - | \$139.95 | \$1,079.40 |
| PREMIUM² | | | | | | |
| UNLIMITED | 125 Mbps Down 125 Mbps Up | 110 Mbps¹ | \$59.95 | - | \$109.90 | \$714.40 |

¹ **Typical Evening Service Speed** indicates download speed and is measured between 7pm - 11pm. Superloop Premium plans have an upload speed of between 25-125Mbit. Superloop Premium Plus plans have an upload speed of between 50-225Mbit Actual speed may vary due to a variety of different reasons, see the **Service Speeds** section for more information. | ² **Premium and Premium Plus plan speeds are not available in all Superloop enabled apartments. Please refer to the Service Availability & Requirements section below**

Information about the Service

Superloop Apartment Plans are a stand-alone internet only product which does not form part of a bundle.

Minimum Term

1 Month or 12 Months

Early Termination Charge (ETC)

| Minimum Term | Maximum ETC |
|--------------|--------------------|
| 1 Month | \$0 |
| 12 Month | Up To \$250 |

The ETC is calculated as (Months Remaining on Minimum Term x Plan Minimum Monthly Charge) and is capped at the Maximum ETC set out above.

Other Charges

For a full list of Fixed Wireless Charges you can view the Fixed Wireless pricing schedule located at www.superloop.com/legal/pricing-schedule

Service Availability & Requirements

Superloop **Apartment Home Broadband** plans are only available in certain Superloop Fixed Wireless enabled areas. Initial qualification checks will need to be performed to determine the availability of the service.

Premium and Premium Plus speeds (125/125 & 250/250 Mbps maximum access service speed) are only available in certain enabled areas, additional qualification checks and an attended site survey will need to be performed to determine the availability of Premium speeds at your property.

Premium and Premium Plus speeds are best effort but are not guaranteed. Factors such as distance, environmental, or technical limitations may prevent the fixed wireless signal from achieving Premium speeds. If your property isn't capable of supporting the Premium speed tier at the time of installation or in the future, you can lower your plan to the Standard speed tier at no cost or withdraw your service order (withdrawing your order within 24-hours of the installation-window start-time may incur an order withdrawal fee).

If you want to use WiFi within your property, you will need an Ethernet WAN (eWAN) WiFi router.

Service Speeds

The **maximum access service speed** describes the theoretical maximum speed attainable on this plan offering

For factors that can affect the overall maximum attainable speeds, you can visit www.superloop.com/speeds-and-performance.

Below are factors which can affect the speeds received by your devices within your home (Local-Area-Network (LAN)):

- Connecting to the router via WiFi instead of an Ethernet LAN cable (most common).
- Performance and configuration of your network equipment (such as routers, switches, WiFi extenders, power-line adapters, or hardware firewalls).
- Quality and condition of any internal data cabling currently in use.
- The number of users simultaneously accessing the local network and/or internet service at any one time.
- The use of VPN software installed on your end device(s) or network equipment.

Actual online browsing and streaming speeds may vary based on the performance and location of the content servers you're accessing, the performance and configuration of any third party network equipment, and the performance of any interconnection infrastructure that Superloop does not monitor or maintain.

Information about Pricing

All prices in this summary are inclusive of GST.

Installation and Activation Fees

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

| Minimum Term | Installation Fee |
|--------------|------------------|
| 1 Month | \$49.95 |
| 12 Month | \$0.00 |

Where suitable existing Superloop equipment is available at your property, an Activation Fee will be applied instead of an Installation Fee.

| Minimum Term | Activation Fee |
|--------------|----------------|
| 1 Month | \$49.95 |
| 12 Month | \$0.00 |

Installer site appointments may be 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 to be provided. If additional labour or materials are required, extra charges will apply in addition to the Installation Fee or Activation Fee.

| Extra Charge | Cost |
|-------------------|----------|
| 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 |
|-------------------------------------|---------|
| Apartment Relocation | \$49.95 |
| Apartment to Standard FW Relocation | \$99.95 |

If you are within your Minimum Term, and you relocate to an address that Superloop cannot service or you chose not to relocate the service, then an early termination charge (ETC) will apply.

WiFi Router (Network Accessory)

A router is required for the service to work, if you want to use WiFi throughout your property, you will need an Ethernet Wide-Area-Network (eWAN) WiFi Router.

Superloop do not provide a supported router, these plan options are BYO router only.

Billing

Service(s) are charged for the full month in-advance and are non-refundable (Superloop does not offer pro-rata).

Invoices are sent via email only (paper not available).

Payment

You can select your preferred payment method upon signup, or at a later stage through the Superloop members section portal at members.superloop.com

Acceptable payment methods; BPAY, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and Automatic Debit from a Credit/Debit card (Visa or MasterCard only). Superloop does not accept Cheque, EFT, Direct Deposit, or 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 your Superloop account section located at members.superloop.com

Other Information

Data Usage Information

Data usage is Unlimited on this plan suite, please refer to the Fair Use policy located on our website at [Superloop.com/legal](https://superloop.com/legal)

You can obtain your data usage information by logging into your Superloop account located at members.superloop.com

Acceptable Use

Superloop Home Broadband plans are intended for personal household use only and should not be used for corporate or business purposes.

Email Address

This product is an internet-only service. Superloop **does not** offer an email address service with this product.

Typical Data Usage

You can view how much data quota is typically consumed by the most common internet usage types at www.superloop.com/legal/typical-usage

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.

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

Further Information

For further information, you can visit the Superloop website at www.superloop.com

These terms and conditions apply in addition to the Superloop Standard Form of Agreement, which is available at www.superloop.com/legal/standard-form-of-agreement