

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

## FIXED WIRELESS HOME BROADBAND

Monthly Data Quota	Maximum Access Service Speed	Typical Evening Service Speed <sup>1</sup>	Minimum Monthly Charge	Cost per GB	Total Minimum Cost (1 month)	Total Minimum Cost (12 month)	Total Minimum Cost (24 month)	Total Minimum Cost (36 month)
<b>STANDARD</b>								
<b>UNLIMITED</b>	30 Mbps Down 5 Mbps Up	<b>26.5 Mbps</b>	<b>\$59.95</b>	-	\$308.95	\$909.35	\$1,538.75	\$2,258.15
<b>STANDARD PLUS <sup>2</sup></b>								
<b>UNLIMITED</b>	50 Mbps Down 5 Mbps Up	<b>43.8 Mbps</b>	<b>\$59.95</b>	-	\$308.95	\$909.35	\$1,538.75	\$2,258.15
<b>UNLIMITED</b>	50 Mbps Down 10 Mbps Up	<b>43.8 Mbps</b>	<b>\$69.95</b>	-	\$318.95	\$1029.35	\$1,778.75	\$2,618.15

<sup>1</sup> **Typical Evening Service Speed** indicates download speed and is measured between 7pm - 11pm. Superloop 30/5 plans have an upload speed of between 1-5 Mbps. 50/5 plans have an upload speed of between 1-5 Mbps. 50/10 plans have an upload speed of between 4-10 Mbps. Actual speed may vary. See: <https://hbbsupport.superloop.com/hc/en-au/articles/1500005006181>. | <sup>2</sup> **Standard Plus plan speeds are not available in all fixed wireless enabled areas.**

### Information about the Service

Superloop Fixed Wireless Home Broadband is a stand-alone internet only product which does not form part of a bundle.

### Minimum Term

1 month, 12 months, 24 months, or 36 months.

### Early Termination Charge (ETC)

Minimum Term	Maximum ETC
1 Month	<b>\$0</b>
12 Month	<b>Up To \$250</b>
24 Month	<b>Up To \$500</b>
36 Month ( <i>Mast Only</i> )	<b>Up To \$750</b>

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.

### Important Service Condition

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

### Service Availability & Requirements

Superloop **Fixed Wireless 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.

If your property isn't capable of supporting the Standard Plus speed tier at the time of installation or in the future, you can lower your plan to the Standard speed tier at no cost.

### 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	<b>\$249.00</b>
12 Month	<b>\$189.95</b>
24 Month	<b>\$99.95</b>
36 Month ( <i>4M Mast Only</i> )	<b>\$99.95</b>

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	<b>\$99.95</b>
12 Month	<b>\$49.95</b>
24 Month	<b>\$0</b>

**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 to be provided. If additional labour or

materials are required, extra charges will apply in addition to the Installation Fee or Activation Fee.

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

For full details please see:

<https://superloop.com/legal/pricing-schedule.html>

### Relocation of Service Address

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.

Relocation prices are at:

[www.superloop.com/legal/pricing-schedule.html](http://www.superloop.com/legal/pricing-schedule.html)

### WiFi Router (Network Accessory)

You may choose to Bring-Your-Own (**BYO**) eWAN WiFi Router, or you may choose to purchase one from Superloop for an additional fee, for full hardware pricing see our pricing schedule at [www.superloop.com/legal/pricing-schedule](http://www.superloop.com/legal/pricing-schedule)

### 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](http://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](http://members.superloop.com)

### Other Information

#### Data Usage Information

You can obtain your data usage information by logging into your Superloop account located at [members.superloop.com](http://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.

### 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](http://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](http://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](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)

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](http://www.superloop.com/legal/standard-form-of-agreement)