

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

NBN HOME BROADBAND

MONTHLY DATA QUOTA	NBN SPEED TIER	TYPICAL EVENING DOWNLOAD SPEED ¹	MINIMUM MONTHLY CHARGE	COST PER GB	TOTAL MINIMUM COST (1 MONTH)
FAST					
UNLIMITED	200 Mbps Down 200 Mbps Up	180 Mbps	\$209.00	-	\$209.00
SUPERFAST					
UNLIMITED	250 Mbps Down 25 Mbps Up	215 Mbps	\$129.00	-	\$129.00
SUPERFAST PLUS					
UNLIMITED	250 Mbps Down 100 Mbps Up	215 Mbps	\$209.00	-	\$209.00

¹ Typical Evening Speed is measured between 7pm-11pm. Typical Superloop NBN Evening Upload Speeds: **Superfast** 5-25 Mbps **Superfast Plus** 5-100 Mbps, **Fast** 50-200 Mbps. Actual speed may vary due to access method, network, device and more. See www.superloop.com/speeds-and-performance.html

Service Description

Superloop NBN Home Broadband services are a stand-alone internet only product which is provided over the nbn network. This plan range does not form part of a bundle.

Minimum Term

1 month with \$0.00 activation fee

Early Termination Charge (ETC)

Plan	Maximum ETC
All Superloop Home Broadband Plans	\$0

Other NBN Charges

For a full list of NBN Costs and Charges you can view the NBN pricing schedule located at www.superloop.com/legal/pricing-schedules

Service Availability & Requirements

Superloop NBN Home Broadband plans are only available on FTTP/H and HFC, and in certain NBN enabled areas. Initial qualification checks will need to be performed to determine the availability of the service.

If you require WiFi within your property, you will need an NBN compatible Ethernet WAN (**eWAN**) WiFi router for NBN Fibre-to-the-Premises (**FTTP**)

NBN Service Speeds

The **NBN SPEED TIER** above describes the theoretical maximum speed attainable by the NBN connection at the highest transmission rate of the nbn network made possible by the technology.

For factors that can affect speeds over the NBN network to the premises, you can visit the information at www.superloop.com/speeds-and-performance

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

- Connecting to your router or modem router via WiFi instead of an Ethernet LAN cable
- 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 wall 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 or Proxy software installed on your end device(s) or network equipment.

Actual online browsing and streaming speeds can 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.

Pricing Information

All prices in this summary are inclusive of GST.

Setup Fees

Contract Length	Setup Cost
1 Month	\$0

NBNco New Development Fee & Subsequent Installation Charge

As of the 2nd of April 2016, NBNco have implemented a **\$300** 'NBN New Development Fee' to be charged on the first connection to a premises in an NBNco designated 'New Development Area'.

If you are in an NBN FTTP area, and request an additional copper lead-in, a **\$300** 'Subsequent Installation' Charge will apply.

WiFi Router (FTTP/FTTH)

If you have either the FTTP/(FTTH) NBN rollout type, a router **is not** required for the service to work, however if you need WiFi throughout your property, you will need an Ethernet Wide-Area-Network (**eWAN**) WiFi Router.

Superloop does not offer a router for this plan suite. All routers are BYO only.

Billing

NBN 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 Auto-Debit from a Credit/Debit card (Visa or MasterCard only).

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

Data & Speed Tier Plan Changes

You may request to change your data plan and/or speed tier once per month at any time, at no cost, which will take effect at the beginning of the next billing cycle.

You can make this request by calling Superloop, or requesting the change online through the Superloop members section portal at members.superloop.com

Other Information

Data Usage Information

Data usage is calculated with Downloads or Uploads (whichever is higher) Shaping will occur once either Download or Upload quota is at 100%. You are not charged for excess data usage. Instead, the service will shape to 512k/512k if the included data quota has been exceeded.

Superloop customers can obtain data usage information at members.superloop.com

Acceptable Use

Superloop Home Broadband plans are intended and tailored for personal household use only. It is not recommended to use Superloop Home Broadband services 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 www.superloop.com/contact 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. Alternatively, you can call Superloop on 1800 733 418 or (08) 7123 2901. You can also email Superloop at sales@home.superloop.com.au or billing@home.superloop.com.au or support@home.superloop.com.au

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 www.superloop.com/complaints-handling-policy 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

Further Information

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