Key Facts Sheet: nbn™ Services

Important information about the nbn™ network speed options available with Superloop.

Superloop nbn™ Speed Options	
Standard Plus (nbn50[1]**)** Evening - 41.8 Mbps Download[2]	**Premium (**nbn100[1]**)** Evening - 78.3 Mbps Download[2]
How much is it?	**How much is it?**
$74.95/month $79.95/month 500GB Data UNLIMITED Data	$89.95/month $99.95/month 500GB Data UNLIMITED Data
What can you do at these speeds?	**What can you do at these speeds?**
3-4 people at the same time ✓ **Emails and Browsing** ✓ **Social Media** ✓ **HD Video Streaming** ✓ **Online Gaming** ✓ **Download and Upload Large Files**	**5 people** at the same time ✓ **Emails and Browsing** ✓ **Social Media** ✓ **4K Video Streaming** ✓ **Online Gaming** ✓ **Download and Upload Large Files**

[1] This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7pm).

[2] **This is the typical download speed you can expect during busy periods (7pm-11pm).**

FTTN, FTTB, and FTTC speed results and your options; Your **nbn** service is unable to perform better than the maximum line speed available at your home. If your line isn't capable of supporting the speed tier you're on, you can;

- Switch to a lower speed tier without charge, or
- Cancel your plan without charge.

Factors that can impact performance in the home;

- 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, and power-line adapters).
- Quality and condition of in-home wiring.
- The use of VPN or Proxy software installed on your end device(s) or network equipment.
- The number of users simultaneously accessing the local network and/or internet service at any one time.

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.

nbn service and power outages; Your **nbn** service **will not** work during a power outage. This means that you will not be able to make any calls using a service which relies on an active internet service to work (such as VoIP).

Medical/security alarms; If you have a Back to Base Security Alarm or Medi-Alert connected to your **nbn** or VoIP phone service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available. You'll need to arrange this before you connect to the nbn network, or your alarm may not work. Remember to register with [NBNco's Medical Alarm Register](#).

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Superloop does not offer home broadband services using the **nbn**™ Fixed Wireless technology.