

**NBN HOME BROADBAND**

| MONTHLY DATA QUOTA           | NBN SPEED TIER <sup>2</sup>  | TYPICAL EVENING DOWNLOAD SPEED <sup>1</sup> | MINIMUM MONTHLY CHARGE | COST PER GB | TOTAL MINIMUM COST (1 MONTH) |
|------------------------------|------------------------------|---|------------------------|-------------|------------------------------|
| <b>ULTRAFast<sup>2</sup></b> |                              |   |                        |             |                              |
| <b>3 TB</b>                  | 1000 Mbps Down<br>50 Mbps Up | <b>250 Mbps</b>                             | <b>\$139.95</b>        | -           | <b>\$139.95</b>              |

<sup>1</sup>Typical Evening Speed is measured between 7pm-11pm. Typical Superloop NBN Evening Upload Speeds: **UltraFast** 20-50 Mbps. Actual speed may vary. See [www.superloop.com/speeds-and-performance.html](http://www.superloop.com/speeds-and-performance.html)

<sup>2</sup>Please visit the ACCC website for further information on plan names (Standard, Standard Plus, and Premium) and what they mean: <https://www.accc.gov.au/consumers/internet-landline-services/broadband-speeds>.

**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.

Service will be shaped to **100Mbit/50Mbit** if the included data quota has been exceeded, with **Typical Evening Speed of 90Mbits**

**Minimum Term**

1 month with \$0.00 activation fee

**Early Termination Charge (ETC)**

| Plan                               | Maximum ETC |
|------------------------------------|-------------|
| All Superloop Home Broadband Plans | <b>\$0</b>  |

**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](http://www.superloop.com/legal/pricing-schedules)

**Service Availability & Requirements**

Superloop NBN Home Broadband plans are only available in certain NBN enabled areas (**excluding NBN Fixed Wireless areas**).

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**) (Also known as Fibre-to-the-Home (**FTTH**)), NBN Fixed Wireless, Hybrid Fibre Coaxial (**HFC**), or Fibre to the Curb (**FTTC**), or you will need an NBN Compliant VDSL2 Modem Router for NBN Fibre-to-the-Node (**FTTN**), Fibre-to-the-Building (**FTTB**) NBN technology types.

**NBN Service Speeds**

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](http://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, WiFi extenders).
- 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         | <b>\$0</b> |

## **NBNco New Development Fee & Subsequent Installation Charge**

As of the 2<sup>nd</sup> 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'.

### **Hardware**

To see the full range of supported Superloop hardware please see the pricing schedule at <https://superloop.com/documents/nbn/Superloop-HomeBroadband-NBN-PricingSchedule.pdf>

### **Billing**

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

### **Payment**

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 call Superloop, or request the change online through the Superloop members section portal at [members.superloop.com](http://members.superloop.com)

## **Other Information**

### **Data Usage Information**

Data usage is calculated with Downloads or Uploads. Superloop customers can obtain data usage information at [members.superloop.com](http://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](http://www.superloop.com/legal/typical-usage)

### **Customer Service Contact**

Please visit [www.superloop.com/contact](http://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 10 12 10. You can also email Superloop at [support@home.superloop.com.au](mailto: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](http://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](http://www.tio.com.au/about-us/contact-us)

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