

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 ²	TYPICAL EVENING DOWNLOAD SPEED ¹	MINIMUM MONTHLY CHARGE	COST PER GB	TOTAL MINIMUM COST (1 MONTH)
PREMIUM PLUS					
UNLIMITED	100 Mbps Down 40 Mbps Up	100 Mbps	\$98.95	-	\$98.95
PREMIUM					
UNLIMITED	100 Mbps Down 20 Mbps Up	100 Mbps	\$89.95	-	\$89.95
STANDARD PLUS					
UNLIMITED	50 Mbps Down 20 Mbps Up	50 Mbps	\$69.95	-	\$69.95
STANDARD					
UNLIMITED	25 Mbps Down 10 Mbps Up	25 Mbps	\$59.95	-	\$59.95

¹Typical Evening Speed is measured between 7pm-11pm and is measured on FTTP and HFC technology types only. Other nbn™ technology types may be lower. Typical Superloop NBN Evening Upload Speeds: **Standard** 4-10 Mbps **Standard Plus** 10-20 Mbps, **Premium** 10-20 Mbps. **Premium Plus** 20-40 Mbps. Actual speed may vary. See <https://hbbsupport.superloop.com/hc/en-au/articles/1500005006181>

²Please 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.

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 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 <https://hbbsupport.superloop.com/hc/en-au/articles/1500005006181>

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	\$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'.

Hardware

To see the full range of supported Superloop hardware please see the pricing schedule at <https://superloop.com/legal/pricing-schedule.html>

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

Other Information

Data Usage Information

Data usage is calculated with Downloads or Uploads. 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

<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.

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

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