

NBN HOME BROADBAND

MONTHLY DATA QUOTA	NBN SPEED TIER ²	TYPICAL EVENING DOWNLOAD SPEED ¹	NBN SPEED TIER MAX UPLOAD SPEED ¹	MINIMUM MONTHLY CHARGE	COST PER GB	TOTAL MINIMUM COST (1 MONTH)
UNLIMITED	HOME SUPERFAST	240 Mbps	10-25 Mbps	\$119.95	-	\$119.95
3 TB	HOME ULTRAFAST	500 Mbps	20-50 Mbps	\$139.95	-	\$139.95

¹Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third party interconnection infrastructure that Superloop does not monitor or maintain. nbn Home Superfast and Home Ultrafast speeds only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices. If the 3TB allowance on the home ultrafast Mbps plan is used up before the end of the billing cycle, a reduced Speed of 100Mbps is applied for excess usage at no charge. 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).

NBN Service Speeds

For more information on 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>

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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