

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

## MIGRATED HOME BROADBAND

MONTHLY DATA QUOTA	NBN SPEED TIER	TYPICAL EVENING DOWNLOAD SPEED <sup>1</sup>	MINIMUM MONTHLY CHARGE	COST PER GB	TOTAL MINIMUM COST (1 MONTH)
<b>PREMIUM</b> <small>(Not Available on NBN Fixed Wireless)</small>					
<b>500GB</b>	100 Mbps Down 40 Mbps Up	<b>78.3 Mbps</b>	<b>\$89.95</b>	\$0.18	\$89.95
<b>UNLIMITED</b>	100 Mbps Down 40 Mbps Up	<b>78.3 Mbps</b>	<b>\$99.95</b>	-	\$99.95
<b>STANDARD PLUS</b> <small>(Not Available on NBN Fixed Wireless)</small>					
<b>500GB</b>	50 Mbps Down 20 Mbps Up	<b>41.8 Mbps</b>	<b>\$74.95</b>	\$0.15	\$74.95
<b>UNLIMITED</b>	50 Mbps Down 20 Mbps Up	<b>41.8 Mbps</b>	<b>\$79.95</b>	-	\$79.95
<b>STANDARD (U)</b>					
<b>500GB</b>	25 Mbps Down 10 Mbps Up	<b>19.5 Mbps</b>	<b>\$69.95</b>	\$0.14	\$69.95
<b>UNLIMITED</b>	25 Mbps Down 10 Mbps Up	<b>19.5 Mbps</b>	<b>\$74.95</b>	-	\$74.95
<b>STANDARD</b>					
<b>500GB</b>	25 Mbps Down 5 Mbps Up	<b>19.5 Mbps</b>	<b>\$69.95</b>	\$0.14	\$69.95
<b>UNLIMITED</b>	25 Mbps Down 5 Mbps Up	<b>19.5 Mbps</b>	<b>\$74.95</b>	-	\$74.95
<b>BASIC</b>					
<b>500GB</b>	12 Mbps Down 2 Mbps Up	<b>10.2 Mbps</b>	<b>\$59.95</b>	\$0.12	\$59.95
<b>UNLIMITED</b>	12 Mbps Down 2 Mbps Up	<b>10.2 Mbps</b>	<b>\$69.95</b>	-	\$69.95

<sup>1</sup>Typical Evening Speed is measured between 7pm-11pm. Typical Superloop NBN Evening Upload Speeds: **Basic** 1-2 Mbps, **Standard** 1-5 Mbps, **Standard (U)** 5-10 Mbps, **Standard Plus** 10-20 Mbps, **Premium** 20-40 Mbps. Actual speed may vary due to access method, network, device and more. See [www.superloop.com/speeds-and-performance](http://www.superloop.com/speeds-and-performance).

### Service Information

Superloop Migrated Home Broadband is a stand-alone internet only product which does not form part of a bundle.

#### Minimum Term

1 month

#### Service Availability & Requirements

Superloop Migrated Home Broadband plans are available by invitation or migration (ex Skymesh customers) only, and are not offered or available to new or existing Superloop customers.

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

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](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 (*most common*).
- 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

There are no setup or migration fee's associated with this plan range as it is not available to new customers.

### 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'.

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

### WiFi Router (FTTP/FTTH, HFC, FTTC, Fixed Wireless)

If you have either the FTTP(/FTTH), HFC, FTTC, or Fixed Wireless NBN rollout types, 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.

You may choose to Bring-Your-Own (BYO) eWAN WiFi Router\*, or you may choose to purchase one from Superloop for an additional fee from **\$99.95** (+\$14.95 Postage & Handling if delivery is requested). *\*for HFC and FTTC, the eWAN router must also be capable of 'VLAN Tagging'*

### VDSL2+ WiFi Modem-Router (FTTN, FTTB)

If you have either the FTTN or FTTB NBN rollout types, an NBN compliant VDSL2+ Modem-Router **is** required for the service to work. An NBN compliant VDSL2+ Modem-Router will also provide WiFi if you need WiFi.

You may choose to Bring-Your-Own (BYO) NBN Compliant VDSL2+ WiFi Modem-Router, or you may choose to purchase one from Superloop for an additional fee from **\$124.95** (+\$14.95 Postage & Handling if delivery is requested).

### Early Termination Charge (ETC)

Plan	Maximum ETC
All Superloop Migrated 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/pricing-schedules](http://www.superloop.com/pricing-schedules)

### 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 [www.superloop.com/members](http://www.superloop.com/members)

Acceptable payment methods; BPAY, EFT, Direct Deposit, 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.

### 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 [www.superloop.com/members](http://www.superloop.com/members)

## Other Information

### Data Usage Information

Data usage is calculated using both downloads and uploads. You are not charged for excess data usage. Instead, the service will shape to 256k/256k if the included data quota has been exceeded.

Superloop customers can obtain data usage information at [www.superloop.com/members](http://www.superloop.com/members)

### 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/typical-usage](http://www.superloop.com/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 733 418 or (08) 7123 2901. You can also email Superloop at [sales@home.superloop.com.au](mailto:sales@home.superloop.com.au) or [accounts@home.superloop.com.au](mailto:accounts@home.superloop.com.au) or [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)

### Further Information

For further information, you can visit the Superloop website at [www.superloop.com](http://www.superloop.com)

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