





Key Facts Sheet: nbn[®] Services

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

Superloop nbn Speed Options ²			
Superfast nbn  Typical Evening Speed 240/21 Mbps Download ¹ / Upload		Lightspeed nbn  Typical Evening Speed 600/42 Mbps Download ¹ / Upload	
Monthly Charge? \$99.00 Unlimited Data		Monthly Charge? \$109.00 Unlimited Data	
What can you do at these speeds? 6+ People at the same time 		What can you do at these speeds? 6+ People at the same time 	
<ul style="list-style-type: none"> ✓ Emails and Browsing ✓ Social Media ✓ Online Gaming 		<ul style="list-style-type: none"> ✓ Emails and Browsing ✓ Social Media ✓ Online Gaming 	
<ul style="list-style-type: none"> ✓ Download and Upload Large Files ✓ HD Video Streaming 		<ul style="list-style-type: none"> ✓ Download and Upload Large Files ✓ 4K Video Streaming 	

¹Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual 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. Superfast nbn and Lightspeed nbn speeds are only available at FTTP and limited HFC technology locations. WiFi connected devices may have slower speeds than Ethernet connected devices. Typical Superloop nbn Evening Upload Speeds are: Superfast nbn 10-25 Mbps, Lightspeed nbn 20-50.

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

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). FTTP enabled properties are able to continue with UNI-V functionality if an nbn battery backup is installed and working.

Medical/security alarms: If you have a Back to Base Security Alarm or Medi-Alert connected to your home 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 we move you to the nbn network, or your alarm may not work.

Remember to register with [NBNco's Medical Alarm Register](#).

nbn services not available to all areas or premises.

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Superloop does not offer home broadband services using the nbn Fixed Wireless Technology.