



# Terms and Conditions

Superloop New nbn™ Discount Offer for Superloop Existing Customers

## The Discount Offer

1. With effect from 1 July 2022, eligible Superloop nbn™ existing customers who have completed 6 months tenure (**Discount Period**) on Superloop nbn™ 25/10, 50/20, 100/20, 100/40, 250/25 or 500/50 Unlimited Plan (**Original Plan**), will receive an exclusive discount for the remainder of their time with Superloop (**Discount Offer**) on their monthly invoices as per the table below and subject to these Terms and Conditions.

Superloop nbn Plan	Lifetime monthly Discount (After completing first 6 months with Superloop from 1 July 2022)
Everday nbn 25/10 Unlimited Plan	\$5
Extra Value nbn 50/20 Unlimited Plan	\$5
Family nbn 100/20 Unlimited Plan	\$10
Power home nbn 100/40 Unlimited Plan	\$10
Superfast nbn 250/25 Unlimited Plan	\$15
Lightspeed nbn 500/50 Unlimited Plan	\$15

2. This Discount Offer is only available for Superloop nbn™ existing customers from 1 July 2022. Superloop reserves the right to withdraw the Discount Offer at any time and without notice by not advertising it. By applying for the Discount Offer, you agree to be bound by these Terms and Conditions as well as Superloop's Standard Form of Agreement available at <https://superloop.com/terms> (**SFOA**). Superloop may amend these Terms and Conditions at its discretion at any time in accordance with the SFOA.

## Eligibility Criteria

3. To be eligible for this Discount Offer, you must:
  - be an existing customer of an Original Plan; and
  - complete 6 months tenure with Superloop from 1 July 2022.
4. Superloop may accept or reject your application in its absolute discretion.

## How the Discount Offer works

5. This Discount Offer: may only be used once per customer and premises; is non-transferable; cannot be used with any other special offer or promotion (apart from Superloop Free with Friends Promotion); and cannot be redeemed for cash.
6. This Discount Offer provides eligible Superloop nbn™ customers who have completed 6 months on an Original Plan from 1 July 2022 an exclusive ongoing monthly discount as referred to in the above table.
7. The details of the Original Plan are set out in our Critical Information Summary (**CIS**) and Pricing Schedule available at: <https://superloop.com/terms>
8. If you change your Superloop nbn™ Plan during this Discount Period, then the Discount Offer will cease and your service will go

back to the Original Plan specifications, as set out in our Critical Information Summary.

9. If you relocate during this Discount Period and if Superloop is unable to service your new premise, then Superloop will allow you out of your contract with no exit fee.
10. This Discount Offer will no longer apply if you disconnect your service during this Discount Period and then decide to reconnect your service.
11. During this Discount Period, all other terms, conditions and charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.
12. This Discount Offer is not available in all regions and does not apply to NBN Sky Muster or business services.
13. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
14. Superloop makes no representations regarding third party products or services.
15. Images are for information purposes only and the following are trademarks of Superloop: Superloop and the Superloop logo. Other company, product or service names may be trade or service marks of others.

