![Superloop logo]

Key Facts Sheet: nbn® Services

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

Superloop nbn Speed Options[2]			
Everyday nbn	Extra Value nbn	Family nbn	Power home nbn
Typical Evening Speed 22/8.5 Mbps Download[1] / Upload	Typical Evening Speed 48/17 Mbps Download[1] / Upload	Typical Evening Speed 95/17 Mbps Download[1] / Upload	Typical Evening Speed 95/34 Mbps Download[1] / Upload
Monthly Charge?			
$65.00 **Unlimited Data**	**$75.00** **Unlimited Data**	**$85.00** **Unlimited Data**	**$89.00** **Unlimited Data**
What can you do at these speeds?			
2-3 People at the same time	**3-4 People** at the same time	**5 People** at the same time	**5 People** at the same time
✓ Emails and Browsing ✓ Social Media ✓ Online Gaming ✓ Download and Upload Large Files ✗ HD Video Streaming	✓ Emails and Browsing ✓ Social Media ✓ Online Gaming ✓ Download and Upload Large Files ✓ HD Video Streaming	✓ Emails and Browsing ✓ Social Media ✓ Online Gaming ✓ Download and Upload Large Files ✓ 4K Video Streaming	✓ Emails and Browsing ✓ Social Media ✓ Online Gaming ✓ Download and Upload Large Files ✓ 4K Video Streaming

[1] Typical 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. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected and you will have the option to downgrade to a lower speed plan without penalties. WiFi connected devices may have slower speeds than Ethernet connected devices. Typical Superloop nbn Evening Upload Speeds are: Everyday nbn 4-10 Mbps, Extra Value nbn 10-20 Mbps, Family nbn 10-20 Mbps, and Power home nbn 20-40 Mbps.

[2] Please visit the ACCC website for further information on plan names (standard, Standard Plus, and Premium) and what they mean at: 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 are not available to all areas or premises. nbn, NBNco and other nbn logos and brands are trademarks of nbn co limited and used under licence.

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