



# Terms and Conditions

## SMB My Speed Boost™

### The Offer

With effect from 17 October 2022, Superloop business nbn™ broadband customers on eligible FTTP, HFC or FTTN connections will be able to activate My Speed Boost™, as per the table below (**Offer**):

Original Customer Speed (Standard Plan)	Upgraded Speed	Eligible Connection Technology	Included Speed Upgrade Days	Charged Extra Speed Upgrade Days Cost (incl GST)	My Speed Boost Bank
nbn™ 12/1	nbn™ 25/10	FTTP, HFC, FTTN	Zero	\$2/day	N/A
nbn™ 25/10	nbn™ 50/20	FTTP, HFC, FTTN	Zero	\$2/day	N/A
nbn™ 50/20	nbn™ 100/40	FTTP, HFC, FTTN	5	\$2/day	Upto 30 days
nbn™ 100/40	nbn™ 500/50	FTTP, Limited HFC	5	\$2/day	Upto 30 days

Importantly, My Speed Boost™ is only available to Superloop business nbn™ customers with a HFC, FTTP or FTTN connection as set out in the table above. Only customers whose nbn™ plan service speed is 50/20Mbps and 100/40Mbps for FTTP and HFC connections, and 50/20Mbps for FTTN connections, (**Eligible Plans**) qualify for 5 FREE included Speed Upgrade Days per month and My Speed Boost™ Bank.

By applying for the Offer, you agree to be bound by Superloop's Standard Form of Agreement available at <https://superloop.com/terms> (SFOA) and these Terms and Conditions. Superloop may change these Terms and Conditions at any time in accordance with the SFOA.

### Offer Eligibility

To be eligible for this Offer, you must:

- Be an Superloop business nbn™ plan customer with an Eligible Plan; or
- Be an existing Superloop business nbn™ plan customer on a specified legacy plan; and
- Have premises with an eligible service qualification. Superloop will bear no liability, and you will have no right to credits, if the Boosted Speeds cannot be achieved for any reason including as a result of your connection, equipment or premises.

Superloop may accept or reject your application at its absolute discretion.

### How the Offer works

Activate My Speed Boosts™ through the SuperHub self-service portal and select individual days on demand, schedule Speed Upgrade Days in advance, or schedule multiple Speed Upgrade Days in blocks (see the SuperHub Section below for more detail).

All your Speed Upgrade Days will be applied within approximately 15 minutes, and you will receive a notification

via email that your Speed Upgrade Days have been activated. This notification will be sent to the email address associated with your account.

Speed Upgrade Days will apply and be active for 24 hours upon activation, or longer if more than one day has been selected, in blocks of 24 hours from the time of activation.

At the end of the Speed Upgrade Days, your speed will automatically revert to the Standard Plan unless you have triggered additional consecutive Speed Upgrade Days. You will not receive a notification that you have reverted to the Standard Plan or a reminder to continue upgrading.

Once triggered, your Speed Upgrade Days cannot be cancelled, refunded, credited, or transferred.

If you change your nbn™ plan, as per existing business rules, a new billing period will commence with whatever inclusions are part of that new plan, and any remaining Speed Upgrade Days as part of your inclusions will be forfeited. From that point onwards, you will only be able to purchase Speed Upgrade Days as per the rules for that new plan.

### My Speed Boost™ Bank

Any unused Speed Upgrade Days at the end of the billing period will be rolled over into a My Speed Boost Bank, up to a maximum of 30 days of banked Speed Upgrade Days.

Once you reach the maximum number of Speed Upgrade Days in your My Speed Boost Bank, you will continue to receive your new allowance of Speed Upgrade Days every billing period but will not be able to roll over any unused Speed Upgrade Days.

Customers on specified legacy plans will also be able to purchase Speed Upgrade Days. However, those customers on legacy plans will not receive Included Speed Upgrade Days as part of their plan or bank any unused Speed Upgrade Days.

Speed Upgrade Days will be applied by us in the following order:

- First - Included Speed Upgrade Days;
- Then - Speed Upgrade Days; and
- Finally - Charged Extra Speed Upgrade Days.

If you change your Superloop nbn™ plan at any stage, then your accumulated Speed Upgrade Days in your My Speed Boost Bank will cease and your service will go to the selected Plan's specifications, as set out in our Critical Information Summary (CIS).

## **Billing**

You will receive 5 Speed Upgrade Days per billing period on Eligible Superloop plans.

You will not be able to purchase additional Speed Upgrade Days if you have unscheduled Speed Upgrade Days either as part of your monthly allocation or within your My Speed Boost Bank.

Charge fees will appear on the monthly billing invoice, and you will be able to see your My Speed Boost Bank balance on your invoice.

During this My Speed Boost™ offer period, no other terms of your service or applicable discounts will change. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.

## **SuperHub**

You will be able to view the balance of your My Speed Boost Bank via the SuperHub self-service portal.

You are able to see a list of your scheduled Speed Upgrade Days and historical Speed Upgrade Days that you have applied onto your plan via the SuperHub self-service portal.

You are able to trigger Speed Upgrade Days. These can either be Included Speed Upgrade Days or Charged Extra Speed Upgrade Days.

Superloop will bear no liability, and you will have no right to credits, if the SuperHub self-service portal is not available, or you are unable to trigger Speed Upgrade Days through the SuperHub self-service portal.

You are able to trigger individual Speed Upgrade Days (on demand) or schedule in advance both consecutive and non-consecutive Speed Upgrade Days. This can be done for both Included Speed Upgrade Days and/or Charged Extra Speed Upgrade Days.

You are able to see a list of your scheduled Speed Upgrade Days.

## **Other**

This Offer maybe used multiple times by a customer, over multiple days.

This Offer may only be used: once per premise; is non-transferable; cannot be used with any other special offer or promotion (apart from any 6-month or 12-months discount promotion which applied to the Standard plan); and cannot be redeemed for cash.

If you are on an Superloop nbn™ legacy plan, then you will not receive free Speed Upgrade Days as part of your plan inclusions.

Actual speeds achieved may vary depending on individual premise infrastructure.

This Offer is not available in all regions.

All products and Offers are subject to availability and Superloop reserves the right to change or withdraw Offers, products and services at anytime.

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