



Critical Information Summary

Fibre Broadband

Opticomm and Vision Network

Information about the Service

Superloop's Fibre Broadband service delivers high-speed broadband internet over one of our partner networks' Fibre Optic Infrastructure to the Network Boundary Point at your premises. The network partner for this service will depend on your address. You can check the network that services your address on the Superloop website or by calling our Sales Team on 1800 578 737.

Fibre services include Fibre-to-the- premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-Riser (FTTR), Hybrid Fibre Coax (HFC) and Fibre-to-the-basement (FTTB) connections.

Mandatory component of the service

There are no mandatory components of the Superloop Fibre Broadband service. For FTTP, FTTR and FTTN connections, an in-place copper telephone line will be required from the MDF in your building basement.

Superloop Fibre Broadband services are supplied as pure stand-alone broadband services including a free VoIP Direct In Dial Number (DID) so you can either port your current home phone number to Superloop (if you have one) or we can assign you a new one. This VoIP service can be used to make and receive phone calls over your Superloop Broadband service.

Call charges apply. If you cancel your Superloop Fibre Broadband service, access to your Home Phone (VoIP) service will be cancelled also.

Minimum Contract Terms

Fibre Broadband service: No Lock-in

Optional Unlimited Home Phone: 1 month

Limitations/Qualifications for the service

Superloop Fibre Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Superloop website to check your service availability or contact our Residential Sales Team on 1800 578 737. Customer Service Guarantee does not apply to the Home Phone service.

About Speeds

The speed tier for your service is the theoretical maximum speed of the access line connecting your premises to our partner network. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, please visit our website.

Information About Pricing

Free activation

Where advertised as such the broadband activation fee only is free. Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Phone Line Activation Fees or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

Optional add-on: Unlimited Home Phone Calls

This optional, add-on service allows you to make an unlimited number of untimed calls to the nominated destinations which is covered by the \$10 monthly cost of the Unlimited Home Phone Service. This cost is in addition to your broadband service. There is no activation fee for the optional Unlimited Home Phone service.

Plan details are below:

Optional Unlimited Home Phone Call Pack	
Monthly Plan Charge Total Minimum Cost	\$10/month
Untimed Local and 13/1300 Calls	Unlimited
Untimed National Calls	Unlimited
Mobile Calls	Unlimited
Untimed and Unlimited International calls to Landlines	UK, NZ, USA & Canada, Germany, France, Hong Kong, China, Japan, Singapore, India & Croatia
International Calls to Mobiles and non-included destinations	http://www.Superloop.com.au/phone/voip-international
Port number from PSTN	FREE

Everyday	Extra Value	Family
Fibre 25/5 Mbps	Fibre 50/20 Mbps	Fibre 100/20 Mbps
No lock-in contract	No lock-in contract	No lock-in contract
Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee
TES download/Upload (22/4 Mbps)	TES download/Upload (48/17 Mbps)	TES download/Upload (95/17 Mbps)
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
\$65.00/month plan charge	\$75.00/month plan charge	\$85.00/month plan charge
Total minimum cost \$65.00	Total minimum cost \$75.00	Total minimum cost \$85.00

Power home	Superfast	Lightspeed
Fibre 100/40 Mbps	Fibre 250/25 Mbps	Fibre 1000/50 Mbps
No lock-in contract	No lock-in contract	No lock-in contract
Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee
TES download/Upload (95/34 Mbps)	TES download/Upload (240/21Mbps)	TES download/Upload (600/42Mbps)
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
\$89.00/month plan charge	\$99.00/month plan charge	\$109.00/month plan charge
Total minimum cost \$89.00	Total minimum cost \$99.00	Total minimum cost \$109.00

Billing

Fast-Fibre service(s) are charged for the full month in-advance and are non-refundable (Superloop does not offer pro-rata).

Overdue Accounts

If your account is overdue and payment is not made by the due date, a late fee of \$10 will be applied. If the overdue amount and the late fee are not paid within 7 days of being notified, Superloop may suspend or restrict your Fibre-Fast service(s) without further notice.

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. You can pay by Direct Debit from your bank to avoid these fees.

Cancelling Your Plan

You can cancel your Fibre-Fast service(s) at any time by giving Superloop 30 days' notice.

Payment

Acceptable payment methods include: Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and Auto-Debit from a Credit/Debit card (Visa or MasterCard only) or Bank Account Direct Debit.

Superloop does not accept Cheque payments, or Bank Deposits.

Data Usage Charges

No excess usage charges will apply on your Superloop Fibre Broadband service. Superloop customers can obtain data usage information at <https://superhub.superloop.com/>

Static IP

A single Static IP address is available upon request for an additional monthly fee on all residential Superloop Fast-fibre plans.

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 call Superloop, or request the change online through the Superloop Superhub portal at <https://superhub.superloop.com/>

Hardware

To ensure the optimum performance of, and levels of support for your service, Superloop strongly recommends the use of a Superloop supplied and approved modem.

Other Information

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

<https://superloop.com/terms>

Customer Service Contact

Please visit <https://hbbsupport.superloop.com/hc/en-au> 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.

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 <https://superloop.com/terms> 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 1 800 062 058. For full contact information online, you can visit the TIO website at www.tio.com.au/about-us/contact-us

This is a summary only. The full legal terms are available at <https://superloop.com/terms>