



# Terms and Conditions

Superloop nbn® Discount Offer for Existing Customers

## The Offer

1. Eligible Superloop nbn customers will be entitled to an exclusive discounted plan rate subject to these terms and conditions (**Offer**).
2. The Offer available is based on a discount of the customer's existing Superloop nbn Unlimited Plan price (**Original Plan**) as follows:
  - nbn 25/10 Unlimited Plan rate of \$54.95 per month;
  - nbn 50/20 Unlimited Plan rate of \$65.95 per month; and
  - nbn 100/20 Unlimited Plan rate of \$79.95 per month.
3. This Offer is only available for eligible Superloop nbn customers from the time of acceptance of the Offer by Superloop (**Offer Acceptance**) until either Superloop withdraws the Offer or You churn, disconnect or change Your plan (**Offer Period**).
4. Superloop may amend or withdraw the Offer at any time without notice by not advertising it.
5. 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.

## Your application

6. To be eligible and apply for this Offer (**Eligible**), you must:
  - have been provided a link to the Offer directly from Superloop;
  - be an existing customer of an Original Plan for at least 6 months;
  - click on the provided link to take up the Offer; and
  - provide Superloop with all requested details and valid credit card details in your name for the duration of your plan regardless of your preferred payment method.

7 Superloop may determine Eligibility and provide an Offer link to customers at its absolute discretion.

8. Superloop may accept or reject your application in its absolute discretion.

## How the Offer works

9. This Offer: may only be used once per customer and premises; is non-transferable to another customer or premises; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
10. This Offer will be applied by Superloop upon Offer Acceptance.
11. The Offer plan price will change to the prevailing list price of the Original Plan after the expiration of the Offer Period. This

amount is set out in our Critical Information Summary and Pricing Schedule available at: <https://superloop.com/terms>

12. If you change your Superloop nbn™ Plan during the Offer Period, then your plan price will go back to the Original Plan specifications, as set out in our Critical Information Summary (**CIS**).

13. If you churn or disconnect your service during the Offer Period and decide to come back, Superloop will not honour the same promotional Offer price.

14. During the 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.

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16. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.

17. All prices include GST.

18. Superloop makes no representations regarding third party products or services.

19. 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.