



Key Facts Sheet: Fibre Broadband

Important information about the Fibre Broadband network with Superloop.

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

Things that can affect your fibre service speed

There are a number of factors that can impact the actual speed delivered by your fibre service:

- the fibre speed tier you have purchased
- where you have placed your WiFi modem
- how far your device is from your WiFi modem
- interference to your WiFi signal from other networks and electrical equipment
- the age and performance of the wiring in your home
- the capacity of the network and how much traffic it is carrying
- the type of technology connecting your home
- the speed of the website you're browsing

About power outages and your fibre service

Your fibre service will not function during a power failure. During a power outage your home phone and internet service delivered via the fibre service will not work because there will be no power to your modem. If this happens you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls. Your back-to-base alarm system or medical alarm which relies on an internet connection will not work.

Ways to improve the fibre speed you experience

There are a number of things you can do that may help improve the speed performance of your fibre service:

- connect your devices via Ethernet cable
- placing your modem in an optimal position
- keeping your modem away from other electrical devices
- installing a WiFi booster or mesh network
- using current hardware and devices with specifications suitable to your fibre technology
- Switching WiFi band to avoid interference

Information about medical and security alarms

Before ordering a Superloop fibre service you should determine whether any medical or security alarm service that you wish to continue using is compatible with the fibre service you are purchasing. You should speak to the provider of your medical or security alarm before we move you to your new fibre service, or your alarm may stop working.

Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during off-peak.