

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.

## FibreZone 250 Enterprise Ethernet

MONTHLY DATA QUOTA	SPEED TIER	ZONE	COS <sup>2</sup>	MINIMUM MONTHLY CHARGE	COST PER GB	TOTAL MINIMUM COST (36 MONTHS)
UNLIMITED	250 Mbps Down 250 Mbps Up	CBD	Low	\$549.00	-	\$19,764.00
UNLIMITED	250 Mbps Down 250 Mbps Up	Zone 1	Low	\$629.00	-	\$22,644.00
UNLIMITED	250 Mbps Down 250 Mbps Up	Zone 2	Low	\$799.00	-	\$28,764.00
UNLIMITED	250 Mbps Down 250 Mbps Up	Zone 3	Low	\$969.00	-	\$34,884.00

<sup>1</sup>Class of Service (COS) describes how certain traffic is prioritised. Low is a "best effort" service best used for internet browsing and emails. Medium is a CIR/EIR ratio of 1:3, best used for less time sensitive applications such as WAN data. High is a CIR only service best used for time sensitive applications such as voice or video conferencing. More information on COS can be found at <https://www.nbnco.com.au/business/product-and-technical-information/enterprise-ethernet/speed>

### Service Description

Superloop Enterprise Ethernet is a stand-alone internet only offer and is only available in specific NBN enabled zones. Prices are based on location of service address that is requested. Additional service qualifications may be required.

#### Minimum Term

36 months with \$0.00 activation fee

#### Early Termination Charge (ETC)

Plan	Maximum ETC
All Superloop Enterprise Ethernet Plans	Remaining Months of contract

ETC is calculated as (months remaining x Monthly fee)

#### Other NBN Charges

For a full list of NBN Costs and Charges please contact us through our support channels

#### Service Availability & Requirements

Superloop NBN Enterprise Ethernet plans are only available in certain NBN enabled zones. Initial qualification checks will need to be performed to determine the availability of the service.

Superloop's General Terms and Internet Service Schedule apply to this plan (please see <https://superloop.com/legal/terms/>). Customers will need to agree to and sign a Service Order to receive the service.

#### NBN Service Speeds

The **NBN SPEED TIER** above describes the theoretical maximum speed attainable by the NBN connection at the highest transmission rate of the nbn network made possible by the technology. For more information on NBN speed tiers is available at <https://www.nbnco.com.au/business/product-and-technical-information/enterprise-ethernet/speed>

The factors below can affect the speeds received by the end device(s) within your business (Local-Area-Network (LAN)):

- Connecting to your router or modem router via WiFi instead of an Ethernet LAN cable

- Performance and configuration of your network equipment (such as routers, switches, WiFi extenders, power-line adapters, or hardware firewalls).
- Quality and condition of any internal wall data cabling currently in-use.
- The number of users simultaneously accessing the local network and/or internet service at any one time.
- The use of VPN or Proxy software installed on your end device(s) or network equipment.

Actual online browsing and access speeds can vary based on the performance and location of the content servers you're accessing, the performance and configuration of any third party network equipment, and the performance of any interconnection infrastructure that Superloop does not monitor or maintain.

### Pricing Information

All prices in this summary are inclusive of GST.

#### Fibre Build Charges

Contract Length	Fibre Build Cost
36 Month	\$0 <sup>1</sup>

**Charges for the installation of the service at your premises apply and you will be quoted such charges at the time of your application.**

#### Hardware Options

Hardware is not included in the offer, you can choose to purchase a router from Superloop, eligibility and cost are subject to service requirements and is assessed as part of the provisioning process.

You may choose to provide your own router if you wish to do so.

#### Billing

Superloop Enterprise Ethernet Services are charged for the full month in-advance. Pro-rata is available as monthly fees are charged from the 1st to the last day of the month.

## Payment

Superloop currently only accepts Bank Transfer (direct deposit) for payment of Ethernet Enterprise Services.

## Data & Speed Tier Plan Changes

You may request to change your plan between the FibreZone 250Mbps and FibreZone 1000Mbps service speeds.

You can make this request by calling Superloop, or requesting the change through your account manager.

## Other Information

### Acceptable Use

Superloop Enterprise Ethernet is intended and tailored for business use only, it is not recommended to use Superloop Enterprise Ethernet services for residential or personal purposes.

### Customer Service Contact

Our customer service team offer 24/7 Enterprise Support; contact details are provided during the provisioning process.

### 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 [www.superloop.com/complaints-handling-policy](http://www.superloop.com/complaints-handling-policy) 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 1800 062 058. For full contact information online, you can visit the TIO website at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

### Further Information

For further information, you can visit the Superloop website at [www.superloop.com](http://www.superloop.com)

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