



## Pricing Schedule Fixed Wireless Home Broadband

### INSTALLATION & ACTIVATION FEES <sup>1</sup>

| Contract Length               | New Equipment Installation | Existing Equipment Activation |
|-------------------------------|----------------------------|-------------------------------|
| 1 Month                       | \$249.00                   | \$99.95                       |
| 12 Month                      | \$189.95                   | \$49.95                       |
| 24 Month                      | \$99.95                    | \$0                           |
| 36 Month ( <i>Mast Only</i> ) | \$99.95                    | N/A                           |

### RELOCATION FEE

| Relocation Setup    | Cost     |
|---------------------|----------|
| Standard Relocation | \$199.95 |

### ADDITIONAL INSTALLATION/RELOCATION CHARGES <sup>2</sup>

| Extra Charge                     | Cost                      |                            |                            |                          |
|----------------------------------|---------------------------|----------------------------|----------------------------|--------------------------|
| 4m Extended Mast ( <i>Mast</i> ) | 1 Month Contract<br>\$220 | 12 Month Contract<br>\$150 | 24 Month Contract<br>\$150 | 36 Month Contract<br>\$0 |
| Additional Labour                | Variable                  |                            |                            |                          |
| Extra Materials                  | Variable                  |                            |                            |                          |
| Boom or Scissor Lift Hire        | At Hire Cost              |                            |                            |                          |

### DATA PACKS <sup>3</sup>

| Data Amount | Cost |
|-------------|------|
| 10GB        | \$5  |
| 20GB        | \$10 |
| 50GB        | \$25 |
| 100GB       | \$40 |
| 200GB       | \$70 |

### ADDITIONAL FEES FOR SERVICE

| Fee Description                         | Cost     |
|---|----------|
| Antenna Removal                         | \$50     |
| Antenna Relocation                      | \$150    |
| Data Socket / Wall Plate Relocation     | \$100    |
| Incorrect Callout Fee <sup>4</sup>      | \$25     |
| Contractor Fee for Service <sup>5</sup> | Variable |

### HARDWARE & ACCESSORIES

| Description                                      | Cost     |
|--|----------|
| TP-Link Archer C20 eWAN Router                   | \$49.95  |
| TP-Link Archer A6 AC1200 Wireless Gigabit Router | \$99.95  |
| TP-Link Archer VR400 VDSL2 Modem Router          | \$124.95 |

### ADMINISTRATION & OTHER FEES

| Fee Description   | Cost        |
|---|-------------|
| Change of Ownership Fee <sup>6</sup>                    | \$30        |
| Remote Apartment Activation                             | \$30        |
| Unrecovered Equipment Fee                               | \$300       |
| Early Termination Charge <sup>7</sup>                   | Up to \$750 |
| Replacement or Repair of Damaged Equipment <sup>8</sup> | Variable    |
| Postage & Handling                                      | \$14.95     |
| Plan Change Request Fee                                 | \$0         |
| Static IP Address                                       | \$5/month   |
| Holiday Mode <sup>9</sup>                               | \$15/month  |

All prices quoted in this schedule are inclusive of GST.  
Prices quoted in this schedule are subject to change any time at Superloop's discretion.

<sup>1</sup> Installer site appointments are required for both installations and activations.

<sup>2</sup> On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service, or may require additional materials not covered by the installation or relocation fee.

In the case of additional labour or extra materials, this may be required at the customers' expense.

Where additional labour or materials are required, a quote will be provided and must be accepted before the installation work can commence.

<sup>3</sup> Any data that you have used, while shaped, above your monthly data quota, will be deducted from the amount of data provided by the data pack.

<sup>4</sup> As per section 9 to 9.8 of the Superloop Standard Form of Agreement.

<sup>5</sup> This fee is to be determined by the contractor on the day of the callout if the contractor chooses to provide an additional service as per section 9.9 of the Superloop Standard Form of Agreement. This additional fee for service must be agreed to prior to work commencing.

<sup>6</sup> Administration fee to be charged to the customer gaining the service.

<sup>7</sup> (*Months Remaining X Original Selected Plan Minimum Monthly Cost*) Capped at \$250 for a 12-month contract, \$500 for a 24-month contract, and \$750 for a 36-month contract (*mast only*).

<sup>8</sup> As per section 9.10 of the Superloop Standard Form of Agreement. The cost may vary based on the type of equipment being repaired or replaced.

<sup>9</sup> Holiday mode keeps your account and the antenna active for long periods of time while you are away. If you are still in contract, your contract length will be extended for the amount of time the service was left in holiday mode.