





# Key Facts Sheet: Superloop Fixed Wireless Services

Important information about the Fixed Wireless network speed options available with Superloop.

Superloop Fixed Wireless Speed Options			
<b>Standard (30/5 Mbps)<sup>1</sup></b>  <b>Evening – 26.5 Mbps Download<sup>2</sup></b>		<b>Standard Plus (50/5 Mbps)<sup>1</sup></b>  <b>Evening – 43.8 Mbps Download<sup>2</sup></b>	
<b>Minimum Monthly Charge<sup>3</sup></b> <b>\$59.95/month</b> <b>500GB Data</b>		<b>Minimum Monthly Charge<sup>3</sup></b> <b>\$69.95/month</b> <b>500GB Data</b>	
<b>\$69.95/month</b> <b>UNLIMITED Data</b>		<b>\$79.95/month</b> <b>UNLIMITED Data</b>	
<b>What can you do at these speeds?</b> <b>2-3 people</b> at the same time 		<b>What can you do at these speeds?</b> <b>3-4 people</b> at the same time 	
<ul style="list-style-type: none"> <li>✓ <b>Emails and Browsing</b></li> <li>✓ <b>Social Media</b></li> <li>✓ <b>Online Gaming</b></li> <li>✓ <b>Download and Upload Large Files</b></li> <li>✗ <b>HD Video Streaming</b></li> </ul>		<ul style="list-style-type: none"> <li>✓ <b>Emails and Browsing</b></li> <li>✓ <b>Social Media</b></li> <li>✓ <b>Online Gaming</b></li> <li>✓ <b>Download and Upload Large Files</b></li> <li>✓ <b>HD Video Streaming</b></li> </ul>	

<sup>1</sup>Maximum possible download speed (Mbps) you can receive off-peak (11pm-7pm).

<sup>2</sup>Typical download speed you can expect during busy periods (7pm-11pm).

<sup>3</sup>Excludes installation or activation charges, and charges for optional extras, such as additional data packs and network accessories.

Standard Plus speeds are best efforts but are not guaranteed. Due to distance, environmental\*, and technical limitations, some physical locations are unable to achieve the Standard Plus speed tier. If your area cannot support Standard Plus speed, you can:

- switch to the Standard speed tier (30/5 maximum access service speed) at no cost, or
- withdraw your order any time up until 24 hours prior to the installation at no cost (you may incur a withdrawal fee for withdrawing the order within 24 hours of when the installation window start-time).

\* ‘Environmental limitations’ refer to physical obstructions such as tree growth or newly constructed buildings that may impact the line of sight between the installed Superloop radio antenna at your property and the Superloop network tower. ‘Environmental limitations’ may also refer to external radio interference that may impact the radio transmission rates in your local environment

## Factors that can impact performance at home:

- Connecting to your router via WiFi instead of an Ethernet LAN cable.
- Performance and configuration of your network equipment (such as routers, switches, WiFi extenders, and power-line adapters).
- Quality and condition of in-home wiring.
- The use of VPN or Proxy software installed on your end device(s) or network equipment.
- The number of users simultaneously accessing the local network and/or internet service at any one time.

Actual online browsing and streaming 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.

## Further Information

For full terms and conditions that apply to Superloop Fixed Wireless Services, visit: [www.superloop.com/legal](http://www.superloop.com/legal).

