





Key Facts Sheet: Superloop Fixed Wireless Services

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

| Superloop Fixed Wireless Speed Options | |
|---|---|
| <p>Premium (125/125)¹</p>  <p>Evening – 110 Mbps Download²</p> | <p>Premium Plus (250/250)¹</p>  <p>Evening – 225 Mbps Download²</p> |
| How much is it? | |
| <p>\$59.95/month UNLIMITED Data</p> | <p>\$89.95/month UNLIMITED Data</p> |
| What can you do at these speeds? | |
| <p>4-5+ people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails and Browsing ✓ Social Media ✓ Online Gaming ✓ Download and Upload Large Files ✓ HD Video Streaming | <p>6+ people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails and Browsing ✓ Social Media ✓ Online Gaming ✓ Download and Upload Large Files ✓ HD Video Streaming |

¹This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7pm).

² **This is the typical download speed you can expect during busy periods (7pm-11pm).**

Due to distance, environmental*, and technical limitations, some physical locations are unable to achieve the Standard Plus (50/5) fixed wireless speeds. If your area cannot support these speeds upon signup, you can:

- switch to the Standard (30/5) plan 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 start-time window).

If local environmental* changes (outside of our control) occur over time, and your area can no longer support the Standard Plus (50/5) speeds, you can lower your plan to the Standard (30/5) speeds at no cost.

* '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 in the 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.

Fixed wireless and power outages; Your **fixed wireless** service will **not work** during a power outage. This means that you will not be able to make any calls using a service which relies on an active internet service to work (such as VoIP).

