

## CRITICAL INFORMATION SUMMARY

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



## Superloop Apartment Premium Plans

Monthly Data Quota	Maximum Access Service Speed	Typical Evening Service Speed *	Minimum Monthly Charge	Cost per GB	Total Minimum Cost (1 month)	Total Minimum Cost (12 month)
UNLIMITED	100Mbps Down 100Mbps Up	90Mbps*	\$59.95	-	\$109.90	\$719.40

\*Typical Evening Speed indicates download speed and is measured between 7pm-11pm. Superloop Apartment Premium plans have an upload speed of between 1Mbps and 100Mbps. Actual speed may vary due to access method, network, device, and more. See <https://www.superloop.com/speeds-and-performance.html>

### Service Information

Superloop Apartment Plans are a stand-alone internet only product which does not form part of a bundle.

### Minimum Term

1 month or 12 months

### Service Availability & Requirements

Superloop Apartment Premium Plans are only available in certain Superloop enabled apartments within South Australia. Initial service qualification checks will need to be performed to determine the availability of the service.

### Fixed Wireless Service Speeds

Superloop apartment buildings are connected via Fixed Wireless and/or Fibre Backhaul to the Superloop network.

Fibre backhaul service speeds are variable based on the time of the day, your location, and the below factors:

### Factors that can affect Superloop Link speeds to the Apartment Complex:

- Backhaul Capacity
- Performance and Capacity of local Superloop network equipment (Switches, Routers, etc.)

### Factors that can affect your local (end user) network speeds within the apartment unit:

- Performance of your network equipment (such as routers, switches, WiFi extenders, or power-line adapters).
- Connecting to the router via WiFi instead of an Ethernet LAN cable.
- Quality of internal data cabling (if present).
- Amount of people using the internet within the apartment at the same time.

For more information and factors that can affect speeds, you can visit <https://www.superloop.com/speeds-and-performance.html>

### Pricing Information

All prices in this summary are inclusive of GST.

### Minimum Monthly Charge

As per the above table.

### Total Minimum Cost

New Apartment Installation + (Minimum Monthly Charge X Contract Length)

### Early Termination Charge (ETC)

All Superloop Apartment Plans	\$199.95
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(Months Remaining X Original Selected Plan Minimum Monthly Cost. capped at \$199.95)

### Price per Gigabyte

As per the table above.

### Installation and Activation Fees

In addition to the minimum monthly charge, customers will be invoiced for the following

Contract Length	New Apartment Installation
1 Month	\$49.95
12 Month	\$0

Where suitable existing Superloop infrastructure is available, a reduced Activation Fee will be applied instead of a New Apartment Installation Fee

### Extra Charges

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 your expense.

Extra Charge	Cost
Additional Labour	Variable
Extra Materials	Variable

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

### Relocation of Service Address

Relocation Setup	Cost
Apartment to Apartment Relocation	\$99.95
Apartment to Fixed Wireless Relocation	Standard Fixed Wireless Installation

### WiFi Router (Network Accessory)

A router is **not** required for the service to work, however if you need WiFi throughout your property, you will need an Ethernet Wide-Area-Network (eWAN) WiFi Router.

You may choose to Bring-Your-Own (BYO) EWAN WiFi Router, or you may choose to use the Superloop router included in the setup fee at no additional cost. (\$14.95 Postage & Handling if delivery is required).

### Billing

Service(s) are charged for the full month in-advance and are non-refundable.

The first invoice is not issued until the service is ready for use at the Superloop Network Boundary Point (NBP).

Every subsequent invoice is issued 2 weeks before the due date to the primary contact email address that is provided to Superloop upon signup. You are required to keep Superloop updated if any changes are made to your primary contact details.

Superloop does not offer paper billing.

### Payment

You can select your preferred payment method upon signup, or at a later stage through the Superloop members section portal at <https://members.superloop.com/login>

Acceptable payment methods are; BPAY, EFT, Direct Deposit, Online Credit/Debit Card Payments, Over-the-Phone Credit/Debit Card Payments, and Auto-Debit from a Credit/Debit card (Visa or MasterCard only).

Superloop does not accept Cheque payments, or Bank Account Direct Debit.

### Plan Changes

You can request to change your plan once per month at no cost, which will take effect at the beginning of the next billing cycle.

You can make this request by calling Superloop, or through the Superloop members section portal at

<https://members.superloop.com/login>

### Other Information

#### Data Usage Information

Data usage is calculated using both downloads and uploads. You are not charged for excess data usage. Instead, the service speed will shape to 512k/512k until the billing cycle resets.

You are able to obtain data usage information from the Superloop members section portal at

<https://members.superloop.com/login>

### Acceptable Use

Superloop Apartment Premium plans are intended and tailored for personal household use only. It is not recommended to use Superloop residential services for corporate or business purposes.

### Email Address

This product is an internet-only service. Superloop **does not** offer an email address service with this product.

### Typical Data Usage

You can view how much data quota is typically consumed by the most common internet usage types at

<https://www.superloop.com/legal/typical-usage.html>

### Typical Evening Speeds

Typical evening speed times are between 7-11pm.

### Customer Service Contact

Please visit <https://www.superloop.com/contact.html> if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account. Alternatively, you can call Superloop on 1800 733 418 or (08) 7123 2901. You can also email Superloop at [sales@home.superloop.com](mailto:sales@home.superloop.com) or [billing@home.superloop.com](mailto:billing@home.superloop.com) or [support@home.superloop.com](mailto:support@home.superloop.com)

### 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

<https://www.superloop.com/legal/complaints-handling.html>

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)

This is a summary only. The full legal terms are available at <https://www.superloop.com/legal/standard-form-of-agreement.html>