

INSTALLATION & ACTIVATION FEES

Contract Length	Cost
1 Month	\$0

RELOCATION FEE

Relocation Type	Cost
Standard Relocation	\$0

ADDITIONAL INSTALLATION/RELOCATION CHARGES

Extra Charge	Cost
NBNco 'New Development Fee' ¹	\$300
NBNco 'Subsequent Installation' ²	\$300
Non-Standard Installation or Relocation ³	Variable

DATA PACKS ³

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

ADDITIONAL FEES FOR SERVICE

Fee Description	Cost
Incorrect Callout Fee ⁴	Up to \$350

HARDWARE & ACCESSORIES

Description	Cost
Amazon Eero Mesh WiFi Router ⁵ (FTTP, FTTC, HFC)	\$157.95
TP-Link Archer VR400 VDSL2 WiFi Modem Router ⁵ (NBN FTTN, FTTB)	\$147.95

ADMINISTRATION & OTHER FEES

Fee Description	Cost
Change of Ownership Fee ⁶	\$30
Early Termination Charge	\$0
Order Withdrawal Fee ⁷	up to \$100
Static IP Address	\$5/month
Plan Change Request (Same Port Speed)	\$0
Plan Change Request (Increase or Decrease Port Speed)	\$0



Pricing Schedule nbn™ Home Broadband

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.

¹ As of the 01st of April 2016, NBNco have introduced an 'nbn™ New Development Fee' which you may be charged if you're applying for the very first nbn™ connection at a premises that resides in an area designated as an nbn™ New Development Area.

² If you are in an nbn™ FTTN area, and request an additional copper lead-in, an nbn™ 'Subsequent Installation' Charge will apply.

³ 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.

⁴ An NBNco or Wholesale technician fee for service will be on-charged to you when a technician is dispatched for a service repair where there is no fault found within the NBNco or Superloop Wholesale network, and it is determined that the fault lays beyond the Network Boundary Point (NBP), within your internal network, network equipment, or device(s).

⁵ Hardware Prices include standard shipping. Eero devices are only be sold to customers who signup for or already have an in place Superloop internet service.

⁶ Administration fee to be charged to the customer gaining the service.

⁷ Superloop may charge you for any reasonable costs incurred in preparing to provide the service(s) to you.

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