

Pricing Schedule

Superloop nbn Home Broadband

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

Installation & Activation Fees

Contract Length	Cost
1 Month	\$0

Relocation Fees

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

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

Additional Fees for Service

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

Hardware & Accessories

Fee Description	Cost
Amazon eero 6+ WiFi Router ⁵ (FTTP, FTTC and HFC)	\$145
ZTE H1600 Gigabit WiFi-6 Mesh 1800Mbps Modem ⁵ (FTTB and FTTN)	\$151

Administration & Other Fees

Fee Description	Cost
Change of Ownership Fee ⁶	\$30
Early Termination Charge	\$0
Order Withdrawal Fee ⁷	up to \$99.95
Static IP Address	\$5/month
Plan Change Request (Same Port Speed)	\$0
Plan Change Request (Increase or Decrease Port Speed)	\$0

¹ As of the 1st of April 2016, NBNco 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 & Activation' or 'Relocation' fees.

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), or within your internal network, network equipment, or device(s).

⁵ Hardware prices include express shipping. Amazon eero 6+ devices are only sold to customers who sign-up for, or already have in place, a Superloop internet service.

⁶ 'Administration & Other' fees will be charged to the customer gaining the service, including the 'Change of Ownership Fee.'

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

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Where CGNAT is available, your IP address will default to using CGNAT. When opting out of CGNAT, a dynamic public IP address will be assigned to the service, however you may request a static public IP address (at additional cost). If you experience any issues pertaining to your CGNAT service, please contact us on 1800 57 87 37 or chat with us online.