



Key Facts Sheet: Residential nbn[®] Services

Important information about the nbn network speed options available with Superloop.

Superloop nbn Plans ²		
Everyday nbn 25/10	Extra Value nbn 50/20	Family nbn 100/20
Typical Evening Speed ¹		
22/8.5 Mbps Download ¹ / Upload	48/17 Mbps Download ¹ / Upload	95/17 Mbps Download ¹ / Upload
What can you do at these speeds?		
2-3 People at the same time	3-4 People at the same time	5 People at the same time
✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✗ Streaming HD/4K Video ✗ Online Gaming ✗ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✗ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files

Superloop nbn Plans ²		
Power home nbn 100/40	Superfast nbn 250/25	Lightspeed nbn 1000/40
Typical Evening Speed ¹		
95/34 Mbps Download ¹ / Upload	230/21 Mbps Download ¹ / Upload	750/42 Mbps Download ¹ / Upload
What can you do at these speeds?		
5 People at the same time	6+ People at the same time	6+ People at the same time
✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files	✓ Email and Browsing ✓ Social Media ✓ Online shopping ✓ Home Phone VoIP ✓ Streaming music ✓ Streaming HD/4K Video ✓ Online Gaming ✓ Download and Upload Large Files

¹ Typical evening speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected and you will have the option to downgrade to a lower speed plan without penalties. Superfast nbn and Lightspeed nbn speeds are only available at FTTP and limited HFC technology locations. WiFi connected devices may have slower speeds than Ethernet connected devices. Typical Superloop nbn Evening Upload Speeds are: Everyday nbn 4-10 Mbps, Extra Value nbn 10-20 Mbps, Family nbn 10-20 Mbps, Power home nbn 20-40 Mbps, Superfast nbn 10-25 Mbps, Lightspeed nbn 20-50

² Please visit the ACCC website for further information on plan names (standard, Standard Plus, and Premium) and what they mean at: [Broadband speeds | ACCC](#)

About Speeds

The nbn[™] speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn[™]. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, see about nbn[™] speeds.

Not all FTTN, FTTB, HFC or FTTC access lines support all speed tiers. Superloop cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Things that can affect your nbn™ service speed

There are a number of factors that can impact the actual speed delivered by your nbn™ service: • The nbn™ speed tier you have purchased • Where you have placed your wifi modem • How far your device is from your wifi modem • Interference to your wifi signal from other networks and electrical equipment • The age and performance of the wiring in your address • The capacity of the network and how much traffic it is carrying • The type of technology connecting your address • The speed of the website you're browsing.

Note that speed tier descriptors used in advertising and on our website represent the maximum possible speed available during offpeak.

Voice calls, Medical/Security alarms

Your nbn 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). FTTP enabled properties are able to continue with UNI-V functionality if an nbn battery backup is installed and working.

Medical/security alarms; If you have a Back to Base Security Alarm or Medi-Alert connected to your phone service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available.

You'll need to arrange this before we move you to the nbn network, or your alarm may not work.

Remember to register with NBN co's Medical Alarm Register. nbn services are not available to all areas or premises. nbn, NBN co and other nbn logos and brands are trademarks of nbn co limited and used under licence.

Superloop does not offer home broadband services using the nbn Fixed Wireless Technology.