



Terms and Conditions

Superloop My Speed Boost™ Offer

The Offer

1. With effect from 8 December 2022, new and existing Superloop residential nbn customers on residential nbn plans (excluding the nbn 1000/50 plan) (**Eligible Plans**) will be able to activate My Speed Boost™, as per the table below (**Offer**):

Plan Names	Original Customer Speed	Upgraded Speed	Included Speed Upgrade Days	Charged Extra Speed Upgrade Days Cost (included GST)	My Speed Boost Bank
Everyday nbn (25/10 Unlimited Plan)	nbn 25/10	nbn 50/20	zero	\$2 per day	N/A
Extra Value nbn (50/20 Unlimited Plan)	nbn 50/20	nbn 100/20	5	\$2 per day	up to 30 days
Family nbn (100/20 Unlimited Plan)	nbn 100/20	nbn 250/25	5	\$2 per day	up to 30 days
Power home nbn (100/40 Unlimited Plan)	nbn 100/40	nbn 250/25	5	\$2 per day	up to 30 days
Superfast nbn (250/25 Unlimited Plan)	nbn 250/25	nbn 1000/50	5	\$2 per day	up to 30 days
Lightspeed nbn (1000/50 Unlimited Plan)	nbn 1000/50	N/A	N/A	N/A	N/A

2. By applying for the Offer, you agree to be bound by Superloop's Standard Form of Agreement available at <https://superloop.com/terms> (SFOA) and these Terms and Conditions. Superloop may change these Terms and Conditions at any time in accordance with the SFOA.

Offer Eligibility

3. To be eligible for this Offer, you must:

- Be a new or existing Superloop residential nbn plan customer on Eligible Plans (excluding the nbn 1000/50 plan); and
- Have premises that have an eligible service qualification.

4. Superloop may accept or reject your application at its absolute discretion.

How the Offer works

5. Activate My Speed Boost™ through SuperHub and select individual Speed Upgrade Days on demand, schedule Speed Upgrade Days in advance, or schedule multiple days in blocks (see the SuperHub section below for more details).

6. All Speed Upgrade Days will be applied within 24 hours and you will receive a notification via SMS that your Speed Upgrade Days have been activated. This notification will be sent to the mobile phone associated with your account.

7. Speed Upgrade Days will apply and be active for 24 hours upon activation or longer if more than one day has been selected, in blocks of 24 hours from the time of activation.

8. At the end of the Speed Upgrade Days, your speed will automatically revert to the standard plan unless you have triggered additional consecutive Speed Upgrade Days. You will not receive a notification that you have reverted to the standard plan or a reminder to continue upgrading.

9. Once triggered, your Speed Upgrade Days cannot be cancelled, refunded, credited, or transferred.

10. If you downgrade your nbn plan to nbn 25/10, as per existing business rules a new billing period will commence with whatever inclusions are part of that new plan, and any remaining Speed Upgrade Days as part of your inclusions will be forfeited. From that point onwards, you will only be able to purchase Speed Upgrade Days as per the rules for that new plan.

My Speed Boost Bank

11. Any unused Speed Upgrade Days at the end of the billing period will be rolled over into your My Speed Boost Bank, up to a maximum of 30 days of banked Speed Upgrade Days.

12. Once you reach the maximum number of Speed Upgrade Days in your My Speed Boost Bank, you will continue to receive your new allowance of Speed Upgrade Days every billing period but will not be able to roll over any unused Speed Upgrade Days.

13. Customers on specified legacy plans will also be able to purchase Speed Upgrade Days. However, those customers on legacy plans will not receive Included Speed Upgrade Days as part of their plan or bank any unused Speed Upgrade Days.

14. Speed Upgrade Days will be applied by us in the following order:

- i. First - Included Speed Upgrade Days;
- ii. Then - Speed Upgrade Days in your My Speed Boost Bank;
- iii. Then - Charged Extra Speed Upgrade Days.

15. If you change or downgrade your Superloop nbn plan to nbn 25/10 at any stage, then your accumulated Speed Upgrade Days in your My Speed Boost Bank will cease and your service will go to the selected Plan specifications, as set out in our Critical Information Summary (CIS).

Billing

16. You will receive 5 Speed Upgrade Days per billing period on Eligible Superloop Plans.

17. You will not be able to purchase additional Speed Upgrade Days if you have unscheduled Speed Upgrade Days™ either as part of your monthly allocation or within your My Speed Boost Bank.

18. Charge fees will appear on the monthly billing statement, and you will be able to see your My Speed Boost Bank balance on your statement.

19. During this My Speed Boost™ Offer period, no other terms of your service or applicable discounts will change. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.

SuperHub

20. You will be able to view the balance of your My Speed Boost Bank via the SuperHub portal.

21. You are able to see a list of your scheduled Speed Upgrade Days and historical Speed Upgrade Days that you have applied onto your plan via the SuperHub self-service portal.

22. You are able to trigger Speed Upgrade Days. These can either be free Included Speed Upgrade Days or Charged Extra Speed Upgrade Days.

23. You are able to trigger individual Speed Upgrade Days (on demand) or schedule in advance both consecutive and non-consecutive Speed Upgrade Days. This can be done for both free and/or Charged Extra Speed Upgrade Days.

24. You are able to see a list of your scheduled Speed Upgrade Days.

Other

25. This Offer may be used multiple times by a customer, over multiple days.

26. This Offer: may only be used once per premise; is non-transferable; cannot be used with any other special offer or promotion (apart from any 6-month discount promotion which applied to the original Plan); and cannot be redeemed with any other special offer or promotion unless specified.

27. If you are on a Superloop nbn legacy plan, then you will not receive free Speed Upgrade Days as part of your plan inclusions.

28. This Offer is only available for selected FTTP & HFC premises.

29. Actual speeds achieved may vary depending on individual premise infrastructure.

30. This Offer is not available in all regions.

31. All products and Offers are subject to availability and Superloop reserves the right to change or withdraw Offers, products and services at any time.

32. Superloop makes no representations regarding third party products or services.

33. Images are for information purposes only and the following are trademarks of Superloop: Superloop and the Superloop logo. Other company, product or service names may be trade or service marks of others.