



Terms and Conditions

Superloop Residential Broadband Bank of Melbourne Offer

The Offer

1. The Superloop Residential Broadband Bank of Melbourne Offer gives new residential customers the opportunity to receive a \$96 credit, provided to the customer at \$8 per month for 12 months (**Credit**) on our home broadband plans (**Credit Period**), subject to these Terms and Conditions (**Offer**).
2. This Offer is valid for new orders placed between the 18th of February 2026 and the 30th of June 2026 (**Offer Period**), or until Superloop withdraws the Offer at any time without notice by not advertising it. By applying for the Offer, you agree to be bound by Superloop's Terms, available at <https://superloop.com/terms> and these Terms and Conditions. Superloop may change these Terms and Conditions at any time without notice.
3. This Offer is only available on our residential broadband plans during the Offer Period:
(**Eligible Plans.**)

Your application

4. To be eligible for this Offer, you must:
 - be at least 18 years of age with a current Australian residential address;
 - be a new residential customer of Superloop who places an order for an Eligible Plan during the Offer Period;
 - access the offer exclusively via Bank of Melbourne Rewards;
 - place the order with the unique promotional link provided by Superloop within the Bank of Melbourne Rewards portal;
 - complete the transaction using a Bank of Melbourne issued credit or debit card; and
 - not be redeeming any other offers concurrently when accessing the offer.
5. Superloop may accept or reject your application in its absolute discretion.

How the Offer works

6. The Offer: may only be used once per customer; is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
7. For a duration of twelve (12) months from acceptance of the Offer, you will receive a special promotional Credit stated above in clause 1.
8. After your first twelve (12) months, the price will revert to the ongoing list price. The current ongoing list price can be found in the Critical Information Summary, which is the monthly fee applicable to the service, as set out in our Critical Information Summary available at: <https://www.superloop.com/terms>.

9. Superloop reserves the right to increase our list price at any time, which will not change the \$96 Credit amount, but will affect the underlying plan price.
10. Moving, upgrading or downgrading to another ineligible plan, before the expiration of the Credit Period, will forfeit any remaining months of the Credit as set out in this Offer. Should the Customer upgrade or downgrade to another Eligible Plan during the Credit Period, the Customer will receive the Credit for the new Eligible Plan, prorated for the remainder of the months remaining in the Credit Period of the original Eligible Plan only.
11. If you decide to disconnect your Superloop residential broadband service in less than 30 days or without informing Superloop in writing, then the monthly cost for that period will be applied, or alternatively you can give Superloop 30 days' written notice for disconnecting your Superloop residential broadband service.
12. All other charges such as upgrades, modems, other charges for non-standard installation will continue to apply.
13. The Offer is not available in all regions.
14. All products and offers are subject to availability and Superloop reserves the right to change or withdraw offers, products and services at any time.
15. Superloop makes no representations regarding third party products or services.
16. Images are for information purposes only and the following are trademarks of Superloop: and the Superloop logo. Other company, product or service names may be trade or service marks of others.