



# Terms and Conditions

## Superloop Residential Broadband Living Gems Residents Offer

### The Offer

1. The Superloop Residential Broadband Living Gems Residents Offer gives new residential customers the opportunity to receive 3 months free (Discount Period), on our Superloop residential broadband plans, subject to these Terms and Conditions (**Offer**).
2. This Offer is valid for new orders placed from the 1<sup>st</sup> of October 2026 until Superloop withdraws the Offer at any time without notice by not advertising it (**Offer Period**). 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 Superloop 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;
  - ensure that the address where the service is being delivered is part of the eligible Living Gems properties as determined by Superloop;
  - be a new residential customer of Superloop who places an order for an Eligible Plan during the Offer Period;
  - accept the Offer by inputting the valid promo code at time of order;
  - not be redeeming any other offers concurrently when accessing the Offer; and
  - only redeem this Offer one time per address.
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 three (3) months from acceptance of the Offer, you will receive a special promotion stated above in clause 1.
8. After your first three (3) months Discount Period, the price will revert to the current ongoing list price from month 4. 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 **3 months Discount Period**, but will affect the underlying ongoing plan list price.
10. Should the Customer change, upgrade or downgrade to another Eligible Plan during Discount Period, the Customer will receive the 3-month free promotion for the new Eligible Plan, prorated for the remainder of the months remaining in the Discount Period of the original Eligible Plan only. If you change, upgrade or downgrade to a plan which is not an Eligible Plan, the Offer will cease to apply.
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.