Terms and Conditions

Superloop Residential Broadband StaySuper Offer

The Offer

1. The Superloop Residential Broadband StaySuper Offer gives new residential customers the opportunity to receive a $5 discount per month (Credit) for 12 months (Credit Period), on our home broadband Family (100/20 Mbps) or Family Max (500/50 Mbps) Plans (subject to these Terms and Conditions (Offer).
2. This Offer is valid for new orders placed between the 29th of October 2026 and the 15th of December 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 Family (100/20 Mbps) or Family Max (500/50 Mbps) plan during the Offer Period:

Your application

4. To be eligible for this Offer, you must:
   i. be at least 18 years of age with a current Australian residential address;
   ii. be a new residential customer of Superloop who places an order for an Eligible Plan during the Offer Period;
   iii. access the Offer exclusively via the StaySuper promo code;
   iv. place the order with the unique promotional link and enter the 4-digit pin code provided by Superloop at the end of the purcha journey, to receive the Credit; and
   v. 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 current list price. The current list price 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 $5 per month 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.
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.
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