

Critical information summary

nbn™ fixed wireless



Information about the service

The product is a broadband internet connection provided via the nbn™ fixed wireless network. The service includes access to our technical support service via phone, email or by submitting a support ticket via the customer portal.

Requirements and availability

nbn™ fixed wireless services are only available to addresses that have been confirmed as ready for service by nbn™ co, and which are designated as in nbn™ fixed wireless areas. You can check your address on our website at <https://swoopbroadband.com.au>.

You will require an nbn™-compatible router that has a WAN port and can be configured with your Swoop account settings. We can provide a router as part of your order for \$140 (inc. GST and postage).

Need help selecting a plan?

Household	1-5 users
Typical usage	Web browsing, gaming, some streaming (e.g. Netflix), some downloads
Recommended speed tier	Fixed wireless plus

Installation

An nbn™ NTD must be installed at the property. If this is not already in place, we will arrange for the installation as part of your order. A person over the age of 18 years will need to be in attendance at the premises during the installation appointment.

Minimum term

There is no minimum term on Swoop Broadband nbn™ fixed wireless services. You may terminate at any time with notice.

Bundling

You are not required to bundle any other services with nbn™ fixed line services, but we do provide VoIP phone services that you may wish to activate. Additional equipment may be required. See VoIP CIS on our website.

Data allowance	Speed tier	Theoretical maximum speed	Monthly charge	Total minimum cost - no contract ^{1,2}	Unit cost per 1GB data
Unlimited	Fixed wireless plus	75/10 Mbps	\$79	\$79	N/A

¹ The "Total minimum cost - no contract" is the cost of a service provided for just one month; that is, any installation/equipment fees, plus the cost of the selected plan for one month.

² Does not include new development fee (if applicable).

* nbn™ fixed wireless services may be affected by conditions that limit their achievable speed. Please see page 2 for information on nbn™ fixed wireless service speeds.

Setup fee

nbn™ fixed wireless services have a \$0 activation charge (new development fee may apply; see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. Fees may be refundable if the activation of the service is unsuccessful for any reason, upon return of any provided hardware/equipment. This fee excludes any applicable "special linkage charges" required to connect your service—for example: lead-in cabling, in-building cabling, non-standard installations.

nbn™ co new development fee

This is a \$300 fee charged by nbn™ for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

Self installation

Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

Fee for service

A fee for service may be charged for any works conducted by Swoop Broadband or its third party access providers to resolve a service fault where the fault is not found to be on Swoop Broadband or its third party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by Swoop Broadband or its third party providers.

Residential grade service

Swoop Broadband connections are residential grade services with no guarantee of consistent speeds or uptime. If you are seeking a business grade service please call Swoop Business on 1300 333 200.

Connection speed

The service speed of your plan is a theoretical maximum. Swoop Broadband connections are residential grade services with no guarantee of consistent speeds.

nbn™ co have acknowledged nbn™ fixed wireless services in some areas are affected by congestion and this may contribute to affected services not achieving the full speed tier. nbn™ fixed wireless plus services are delivered as a "best efforts" service and have no minimum defined speed; however they are required to reach a speed potential of at least 25 Mbps at least once in a 24 hour period.

Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions. fixed wireless connections can also be impacted by the distance or line of sight to the tower and other local conditions, and may not be able to achieve the full speed of their subscribed plan at any time of day.

If you cannot achieve the full speeds of your plan and this cannot be fixed, you can move to a lower speed plan if available, or exit your plan at no cost.

Priority assistance

Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

Excess data usage

Both uploads and downloads contribute towards your monthly data allowance on data capped plans. You will not be charged any extra for exceeding your data allowance. Instead, your service will be slowed ("shaped") to 512Kbps in both directions for the first 500MB in excess of your limit, and 256Kbps in both directions thereafter.

Usage information

To obtain information on your broadband data usage, visit: <https://simple.swoopbroadband.com.au>

Terms of service

This document is a summary of critical information relating to the service. Full terms of service are available on our website: <https://swoopbroadband.com.au/legal/terms-of-service>

Customer service contact details

You can contact Swoop Broadband customer service team:

- Call **1300 66 55 75**
- Email support@swoopbroadband.com.au
- Submit a support ticket via the customer portal at <https://simple.swoopbroadband.com.au>
- Submit a web form at <https://swoopbroadband.com.au/contact>

Dispute resolution process

If you are not satisfied with our customer service, please refer to our complaint handling policy for more information on how to escalate your complaint.

Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at <https://www.tio.com.au/making-a-complaint>

Telecommunications Consumer Protections (TCP) code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.