

Critical information summary

OptiComm fibre



Information about the service

The product is a Broadband Internet Connection provided via the OptiComm 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

Swoop Broadband OptiComm services are only available to premises located within OptiComm service areas. Please visit the OptiComm website to check your address at <http://www.opticomm.net.au>. Premium Plus and Extreme speeds are available in VIC, NSW, QLD, SA (Premium Plus only) and WA, and are subject to a service qualification check.

Need help selecting a plan?						
Household	1 - 3 users	1 - 4 users	1 - 6 users	1 - 6 users	1 - 9 users	1 - 9+ users
Typical usage	Web browsing, emails, some streaming (e.g. Netflix)	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads
Recommended speed tier	25/5 Mbps	50/20 Mbps	100/20 Mbps	100/40 Mbps	250/25 Mbps	1000/50 Mbps

Installation

An Optical Network Unit (ONU) and fibre lead-in cable must be installed before we can activate your service. You can arrange this by contacting OptiComm directly; charges may apply. Swoop Broadband will remotely activate a service on your installed OptiComm ONU. You will need to connect your own router. OptiComm services require a compatible and compliant router configured with your service details. We can provide an Enhanced Wi-Fi router for \$140, inc. postage. If you Bring Your Own (BYO) router, you will need to reconfigure it yourself.

Minimum term

There is no minimum term on Swoop Broadband OptiComm services. You may terminate at any time with notice.

Bundling

You are not required to bundle any other services with OptiComm Fibre 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	Opticomm 25/5 Unlimited	25 Mbps	\$69	\$168	N/A
Unlimited	Opticomm 50/20 Unlimited	50 Mbps	\$79	\$178	N/A
Unlimited	Opticomm 100/20 Unlimited	100 Mbps	\$99	\$198	N/A
Unlimited	Opticomm 100/40 Unlimited	100 Mbps	\$109	\$208	N/A
Unlimited	Opticomm 250/25 Unlimited	250 Mbps	\$129	\$228	N/A
Unlimited	Opticomm 1000/50 Unlimited	1000 Mbps	\$149	\$248	N/A

¹ The total min. price for 1 month of service 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.

² 250/25 Mbps and 1000/50 Mbps services are available to enabled areas only, and will be subject to a service qualification check.

Setup fee

An activation fee of \$99 applies. New or returning customers are required to pay the first monthly charge and any applicable setup and hardware costs upfront. Fees may be refundable if activation of the service is unsuccessful for any reason. This fee excludes any applicable "Special Linkage Charges" required to connect your service.

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. Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions. Premium and Extreme speeds may require upgraded or enhanced equipment to achieve high speeds, as your router, cables, WiFi network card and other equipment may not be capable of gigabit speeds.

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.