



Key facts sheet: nbn™

Important information about the business nbn™ network speed options available with Swoop.

Speed | How Fast?

50/20 Mbps¹ 44 Mbps ²	100/40 Mbps¹ 90 Mbps ^{2,3}	250/100 Mbps^{1,4} 215 Mbps ^{2,3}	1000/400 Mbps^{1,4} 250 Mbps ^{2,3}
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¹ This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7pm).

² This is the typical download speed you can expect during busy periods (7pm-11pm).

³ These are newly introduced services. As we collect more data on these services, we may revise the typical evening speeds.

⁴ Not available at all premises - only available on infrastructure capable of supporting superfast speeds. Your router may limit the maximum speed you can achieve on WiFi.

Price | How much?

\$89/month Unlimited Data	\$119/month Unlimited Data	\$199/month Unlimited Data	\$379/month Unlimited Data
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Use | What can I do with it?

1-4 users at the same time	1-9 users at the same time	1-9+ users at the same time	1-9+ users at the same time
<ul style="list-style-type: none">✓ Emails + browsing✓ VoIP phone✓ HD video streaming✓ Large file downloads✗ UHD/ 4k vidoes	<ul style="list-style-type: none">✓ Emails + browsing✓ VoIP phone✓ HD video streaming✓ Large file downloads✓ UHD/ 4k vidoes*	<ul style="list-style-type: none">✓ Emails + browsing✓ VoIP phone✓ HD video streaming✓ Large file downloads✓ UHD/ 4k vidoes*	<ul style="list-style-type: none">✓ Emails + browsing✓ VoIP phone✓ HD video streaming✓ Large file downloads✓ UHD/ 4k vidoes*

Notes

Technical Limitations

- Your nbn™ service will not work during power failures. This service does not include a battery backup power supply for nbn™ supplied equipment or customer equipment. During a power outage your VoIP phone will not function, including calls to emergency services.
- Your speed or performance may be reduced by a range of other factors such as your router, internal wiring and wifi interference. Contact our support team on 1300 333 200 for assistance if you are experiencing slow speeds or any other issue with your service.

Medical Alarms / Security

Before ordering an nbn™ service, you should determine if any medical or security alarm services currently in use are compatible with the nbn™ service. If any such services are not compatible, you should check with the provider to see what alternatives are available. We recommend that you contact your alarm provider to determine this compatibility and alternatives for incompatible devices. Swoop recommend that you register medical alarms by visiting the [nbn™ Medical Alarm Register](#).