



Critical Information Summary - Fixed Wireless - Business Plans

A:1A/155 Queens St, Warragul, VIC, 3820 T: 1300 333 200 E: businesssupport@swoop.com.au
ABN: Cirrus Communications Pty Limited ACN: 109 931 731

About the Service

Swoop Business's Fixed Wireless network is a high-performance network servicing selected areas across Australia. Fixed wireless offers high speed internet access. It does not require a phone line, making it ideal for premises that struggle to receive an internet connection through traditional means. The maximum speeds achievable will depend upon your distance to our transmission towers. Availability depends on the line of sight (LOS) between your premises and the Swoop transmission towers. After you signup, we will complete an electronic site survey to determine your eligibility and you will be advised whether you can be connected. This is done at no charge to you. Final assessment of availability to your address will be done at the time of installation after tests to determine the quality of the local signal. You will require an antenna to be installed on your roof in order to access this service. The Antenna remains the property of Swoop at all times.

Minimum and Maximum Charges

Your Minimum and Maximum charges will vary depending upon what contract length and plan you have chosen. We have the following contract options:

- 12 Month Lock-in contract with \$499 activation fee
- 24 Month Lock-in contract with \$249 activation fee
- 36 Month Lock-in contract with \$0 activation fee

See Plan Options table below for minimum and maximum charges.

Plan Options

Plan	Speed	Monthly Data Allowance	Monthly Charge	Total Minimum Cost (12 Month Contract)	Total Minimum Cost (24 Month Contract)	Total Minimum Cost (36 Month Contract)	Cost of 1GB of data within included Data Allowance
Swoop FW Business 30	30 Mbps/10 Mbps	Unlimited	\$69.00	\$1,327	\$1,905	\$2,484	N/A
Swoop FW Business 60	60 Mbps/20 Mbps	Unlimited	\$79.00	\$1,447	\$2,145	\$2,844	N/A
Swoop FW Business 120	120 Mbps/20 Mbps	Unlimited	\$109.00	\$1,807	\$2,865	\$3,924	N/A
Swoop FW Business 150	150 Mbps/50 Mbps	Unlimited	\$119.00	\$1,927	\$3,105	\$4,284	N/A

*Selected areas only. Availability subject to site survey results. Available plan allows for the maximum supported throughput based on link quality. Some speeds are only available on some Hardware types, not all towers have all hardware types

Bundling

You are not required to bundle any other services with Swoop Business Plans, but you can optionally add-on other products from our Business range.

SLA

Swoop Business services are provided with a Service Level Agreement which includes priority support. For more information, see our [Service Level Agreement Policy](#).

Termination Fees

If you cancel your service during your lock-in contract term, you will be liable for the service fees for the month in which you cancel. You will also incur the following termination fees:

- 12 Month Lock-in contract termination fee = \$249
- 24 Month Lock-in contract termination fees:
If cancelled in the first 12 months = \$499
If cancelled between 12 and 24 months = \$249
- 36 Month Lock-in contract termination fees:
If cancelled in the first 12 months = \$748
If cancelled between 12 and 24 months = \$499
If cancelled between 24 and 36 months = \$249

Inclusions

All of our plans come with:

- Unlimited Data Allowance (Subject to our [Acceptable Use Policy](#))
- Static IP Address
- Local Support

Other Information

This service does not depend on a bundling arrangement with any other Telecommunications services. Any cabling that is required in your premises, beyond the network boundary point is your responsibility and at your own cost. You will require a wireless router in order to use this service. The monthly fee does not include the cost for a wireless router, however you may purchase one from us for an additional cost. Alternatively, you may purchase a compatible wireless router from another retailer of your choice.



Critical Information Summary - nbn™ Fixed Line - Business Plans

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Billing

The amounts in the Plan Options table are for a full billing cycle, however your first bill will be a pro-rata charge from the activation date until the last day of the month. All subsequent regular invoices will be issued on the 1st day of the month and will be for the full period of the calendar month.

Changing Plan

To view the plans that you may switch to, login to our [Members Portal](#). You can upgrade (change to a higher cost plan) at any time and a pro-rata invoice will be issued immediately. Plan downgrades (change to a lower cost plan regardless of inclusions) take effect on the first day of the next billing cycle.

Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account using our [Members Portal](#).

Customer Service

Please visit Our Website if you have any questions about this offer. If you need to talk to our technical support about our services or your connection you can call us on 1300 333 200. Business support is available 24 hours a day, 7 days a week.

Complaints or disputes

If you have a problem or complaint about your service, visit [Our Support Centre](#) where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the [TIO Website](#).

Discounts & promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Acceptable Use Policy

You must comply with our [Acceptable Use Policy](#) and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the [Acceptable Use Policy](#), including suspending or cancelling your service.

Speeds

Actual speeds will vary and are affected by network infrastructure, internet connectivity, wireless interference, limitations of connected devices, cabling, bandwidth of other services (e.g. p2p games, website, download sources), and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

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.

Telecommunications Consumer Protections (TCP) Code

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.