

Critical Information Summary

Swoop Fixed Wireless



Information about the service

The product is a broadband internet connection provided via the Swoop network. It is not a 3G/4G/5G Mobile service, but instead involves an antenna installed on the rooftop of the customer premises, cabled to a router indoors. 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 fixed wireless services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by service qualification check. Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable. LoS can degrade over time due to new construction, vegetation growth or other obstructions. Swoop is not responsible for issues affecting LoS that are outside of our control.

Need help selecting a plan?				
Household	1 - 4 users	1 - 5 users	1 - 9+ users	1 - 9+ users
Typical usage	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	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 uploads and downloads
Recommended speed tier	30/10 Mbps	60/20 Mbps	120/20 Mbps	150/20 Mbps

Installation

Swoop fixed wireless services require roof access to install a permanent antenna to connect to Swoop's network. Swoop will also need to be able to install a cable from the roof to your desired router location ("demarcation point") - for example, in a home office. You will need to be in attendance for the installation of Swoop equipment at your premises. Swoop fixed wireless services require a compatible router to be configured with your service details. You are able to provide your own compatible device, or purchase a router from Swoop at an additional cost.

Minimum term

Swoop fixed wireless services are available with no minimum term and you can cancel your service without incurring any additional fees. An optional contract is also available for new services on selected plans. Service cancelled within the contract period will incur an exit fee - see Termination Fees, below.

Data allowance	Speed tier	Typical evening speed	Monthly charge	Total minimum cost - no contract	Total minimum cost - 12 month contract	Total minimum cost - 24 month contract	Unit cost per 1GB data
Unlimited	30/10 Mbps	28 Mbps	\$69	\$468	\$1,027	\$1,656	N/A
Unlimited	60/20 Mbps	56 Mbps	\$79	\$478	\$1,147	\$1,896	N/A
Unlimited	120/20 Mbps	110 Mbps	\$89	\$488	\$1,267	\$2,136	N/A
Unlimited	150/20 Mbps	140 Mbps	\$99	\$498	\$1,387	\$2,376	N/A

Setup fee

Standard installation fees:

- No contract - \$399
- 12 month contract - \$199
- 24 month contract - \$0

This fee excludes a router. Complex installations or installations requiring additional equipment and/or service will incur additional costs. These can be quoted on a case-by-case basis.

Termination Fees

You must provide notification of your intention to cancel your service. Charges will apply up to the final day the service is provided. Terminations cannot be backdated.

If you cancel your service during your lock-in contract term, you will incur the following termination fees:

- No Contract: \$0
- 12-month contract: \$199
- 24-month contract: \$399 if terminated in the first 12 months, \$199 if terminated after 12 months.

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 the customers' approval before proceeding. If the customer rejects the possibility of a fee for service, it is possible that a service fault cannot be resolved by Swoop Broadband or its third party providers.

Connection speed

The service speed of your plan is a theoretical maximum. Swoop fixed wireless 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 including weather conditions.

Residential grade service

Swoop fixed wireless connections are residential grade services with no guarantee of consistent speeds or uptime. If you are seeking a Business Grade Service please call 1300 333 200.

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>

We may update this document without notice from time to time. The latest version of this document can always be downloaded from the **Legal** page on our website.

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/complaints>

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.