

Critical Information Summary

nbn Fixed Line



Information about the service

The product is a broadband internet connection provided via the nbnco network using a mixture of fixed line technologies. 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 line services are available to addresses that have been confirmed as ready for service by nbnco, and which are designated as in nbn™ fixed line service delivery areas. The technologies that are used to deliver these services are: FTTN, FTTP, FTTC, FTTB, HFC. You can check your address on our website at <https://swoopbroadband.com.au>.

You will require an nbn™-compatible router that can be configured with your Swoop account settings. We can provide a router as part of your order at an additional cost.

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

Installation

Your address will need to have been made ready for activation by nbnco, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Minimum term

There is no minimum term on Swoop Broadband nbn™ fixed line 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	Typical Evening Speed	Monthly charge	Total minimum cost - no contract ^{1,2}	Unit cost per 1GB data
Unlimited	25/5	22 Mbps	\$69	\$69	N/A
Unlimited	50/20	44 Mbps	\$79	\$79	N/A
Unlimited	100/20	90 Mbps	\$99	\$99	N/A
Unlimited	100/40	90 Mbps	\$109	\$109	N/A
Unlimited	250/25 ³	TBA	\$129	\$129	N/A
Unlimited	1000/50 ^{3,4}	TBA	\$149	\$149	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).

³ Only available on NBN FTTP and NBN HFC.

⁴ Requires Wireless ac (802.11ac) or better router and compatible devices to achieve maximum speed potential over WiFi.

Setup fee

nbn™ fixed line services have \$0 activation (New Development Fee may apply, see below). New and returning customers are required to pay any applicable setup and hardware costs up-front. If activation of the service is unsuccessful for any reason,

upfront charges may be refundable after you return the provided modem/router. \$0 activation excludes any applicable "Special Linkage Charges" required to connect your service. For example: Lead-in cabling, in building cabling, non-standard installations, nbn™ new development fee.

nbnco 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

nbnco will install the necessary infrastructure to deliver service to the address. Swoop provide phone and email support to assist with self-installation of the router by the service owner or their authorised representative.

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, including weather conditions. Actual speeds to be confirmed after activation. If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no cost (for FTTN, FTTC and FTTB services only).

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.

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.