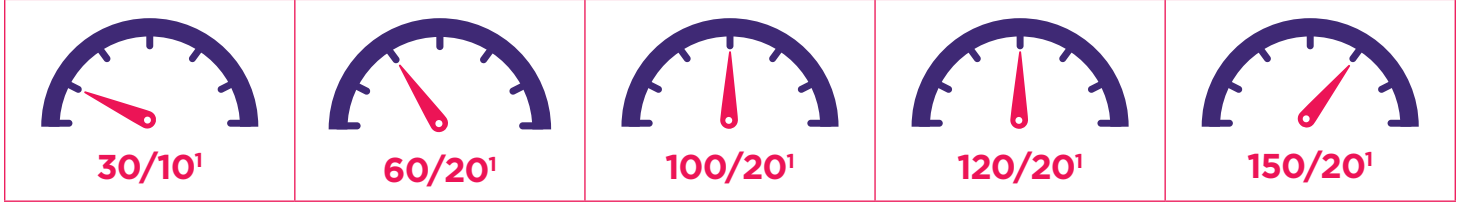# Key Facts Sheet
Swoop Fixed Wireless

Important information about the Fixed Wireless plan options available with Swoop.

Speed | How fast?

30/10[1]	60/20[1]	100/20[1]	120/20[1]	150/20[1]

[1] This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm–7pm).

Price | How much?

$69/month Unlimited Data	$79/month Unlimited Data	$89/month Unlimited Data	$99/month Unlimited Data	$109/month Unlimited Data

Use | What can I do with it?

1 - 4 users at the same time	1 - 5 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
✔ Emails + browsing	✔ Emails + browsing	✔ Emails + browsing	✔ Emails + browsing	✔ Emails + browsing
✔ VoIP phone	✔ VoIP phone	✔ VoIP phone	✔ VoIP phone	✔ VoIP phone
✔ Online gaming	✔ Online gaming	✔ Online gaming	✔ Online gaming	✔ Online gaming
✖ HD video streaming	✔ HD video streaming	✔ HD video streaming	✔ HD video streaming	✔ HD video streaming
✖ Large file downloads	✔ Large file downloads	✔ Large file downloads	✔ Large file downloads	✔ Large file downloads
✖ UHD/4K videos	✔ UHD/4K videos*	✔ UHD/4K videos	✔ UHD/4K videos*	✔ UHD/4K videos*

Notes

Technical Limitations

• Fixed Wireless services will not work during power failures. This service does not include a battery backup power supply for Fixed Wireless 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 house wiring, wifi interference and line of sight to the premises. Talk to us about what may be causing your slow speeds and we can suggest ways to improve the speed or performance.

Medical Alarms / Security

Before acquiring a Fixed Wireless service, you should find out if any medical or security alarm services you want to use are compatible with a Fixed Wireless service. If any such services are not compatible, you should check with the provider to see what alternatives are available.

* 2 simultaneous streams at a time.