

# Terms & Conditions

## Swoop Residential and Business nbn<sup>®</sup> Discount Offers



### The Offers

1. The list price of Swoop nbn<sup>®</sup> plans for residential and business customers as at 1 February 2023 are set out in the tables below. The Swoop Residential and Business nbn<sup>®</sup> Discount Offers gives new residential and business customers savings of between \$10 and \$20 per month (Discounts) for the first 24 months (Offers), subject to these Terms and Conditions.
2. The Discounts available are set out in the tables below.
3. These Discount Offers are available from 1 February 2023 until 30 April 2023 or otherwise until Swoop withdraws the offers at any time without notice by not advertising it. By applying for an Offer, you agree to be bound by Swoop's Standard Form of Agreement available at <https://swoop.com.au/legal/> (SFOA) and these Terms and Conditions. Swoop may change these Terms and Conditions at any time in accordance with the SFOA.

### Your application

4. To be eligible for any Offers, you must:
  - be at least 18 years of age with a current Australian residential address; and
  - be a new customer of Swoop
5. Swoop may accept or reject your application in its absolute discretion.

### How the Offers work

6. The services and plans eligible for the Discounts are set out in the tables below.
7. These Offers are non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
8. These Offers are available to:
  - new residential or business customers who sign up to any of the plans outlined in the tables below
9. Where you acquire one new eligible service the Discount outlined in the tables below will be applied by Swoop at the time of signup and the monthly discount will automatically be deducted from your first 24 monthly invoices or until you cancel their service, whichever is earlier.
10. If you change your nbn<sup>®</sup> plan during the 24 month discount period, the discount will continue to be applied if the new plan is a plan set out in the tables below. If the new plan is not included in the tables below.
11. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.
12. These Offers are not available in all regions and only applies to the services listed in the tables below.
13. All prices include GST.

### Residential nbn<sup>®</sup>

| Service        | Down      | Up      | Monthly Charge | Offer | Discount |
|----------------|-----------|---------|----------------|-------|----------|
| Home Casual    | 25 Mbps   | 5 Mbps  | \$69           | \$59  | \$10     |
| Home Everyday  | 50 Mbps   | 20 Mbps | \$79           | \$69  | \$10     |
| Home Fast      | 100 Mbps  | 20 Mbps | \$99           | \$89  | \$10     |
| Home Fast +    | 100 Mbps  | 40 Mbps | \$109          | \$99  | \$10     |
| Home Superfast | 250 Mbps  | 25 Mbps | \$129          | \$109 | \$20     |
| Home Ultrafast | 1000 Mbps | 50 Mbps | \$149          | \$129 | \$20     |
| Wireless       | 25 Mbps   | 5 Mbps  | \$69           | \$59  | \$10     |
| Wireless Plus  | 75 Mbps   | 10 Mbps | \$79           | \$69  | \$10     |

### Business nbn<sup>®</sup>

| Service       | Down      | Up       | Monthly Charge | Offer | Discount |
|---------------|-----------|----------|----------------|-------|----------|
| Business 50   | 50 Mbps   | 20 Mbps  | \$89           | \$79  | \$10     |
| Business 100  | 100 Mbps  | 40 Mbps  | \$119          | \$109 | \$10     |
| Business 250  | 250 Mbps  | 100 Mbps | \$199          | \$179 | \$20     |
| Business 500  | 500 Mbps  | 200 Mbps | \$279          | \$249 | \$20     |
| Business 1000 | 1000 Mbps | 400 Mbps | \$379          | \$349 | \$20     |
| Wireless      | 25 Mbps   | 5 Mbps   | \$79           | \$69  | \$10     |
| Wireless Plus | 75 Mbps   | 10 Mbps  | \$89           | \$79  | \$10     |