

# Key Facts Sheet

## Business Fibre



Important information about the nbn® business network speed options available with Swoop Business.

### Speed | How fast?



<sup>1</sup> This indicates the theoretical maximum speed (Mbps) of the service during off-peak periods (11pm-7pm).

<sup>2</sup> This is the typical download speed you can expect during busy periods (7pm-11pm).

### Price | How much? Pricing varies by contract term and zone.

CBD	100/100 Mbps	250/250 Mbps	500/500 Mbps	1000/1000 Mbps
12 months	\$349	\$469	\$629	\$859
24 months	\$319	\$419	\$589	\$759
36 months	\$299	\$399	\$549	\$699
Zone 1/2/3	100/100 Mbps	250/250 Mbps	500/500 Mbps	1000/1000 Mbps
12 months	\$479	\$599	\$789	\$1019
24 months	\$419	\$529	\$689	\$899
36 months	\$399	\$499	\$649	\$849

### Use | What can I do with it?

	<b>1 - 9 users</b> at the same time	<b>1 - 9+ users</b> at the same time	<b>1 - 9+ users</b> at the same time	<b>1 - 9+ users</b> at the same time
	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul>	<ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul>

### Notes

#### Technical Limitations

- Your nbn® service will not work during power failures. This service does not include a battery backup power supply for nbn® supplied 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 wiring and wifi interference. Contact our support team on 1300 333 200 for assistance if you are experiencing slow speeds or any other issue with your service.

#### Medical Alarms / Security

Before ordering an nbn® service, you should determine if any medical or security alarm services currently in use are compatible with the nbn® network. We recommend that you contact your alarm provider to determine this compatibility and alternatives for incompatible devices. Swoop recommend that you register medical alarms by visiting the nbn® [Medical Alarm Register](#).

\* 2 simultaneous streams at a time.

For further information please see the Critical Information Summary at

<https://swoop.com.au/legal>