Critical Information Summary
Business nbn® Fixed Wireless

Information about the service

The product is a broadband internet connection provided via the nbn® fixed wireless network. This service is only available within an nbn® Fixed Wireless service area. The service comes with Unlimited data and access to our technical support service via phone, email and customer portal support ticket. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

Requirements and availability

nbn® fixed wireless services are only available to addresses that have been confirmed as ready for service by nbn® co, and which are designated as in nbn® fixed wireless areas. You can check your address on our website at https://swoop.com.au.

Installation

Your address will need to have been made ready for activation by nbn co, 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

1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle.

Bundling and Hardware

This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

Data allowance	Speed tier[2]	Theoretical maximum speed	Monthly charge	Total minimum cost for one month of service[1]
Unlimited	Business nbn® Wireless	25/5 Mbps	$79	$79
Unlimited	Business nbn® Wireless Plus	75/10 Mbps	$89	$89

[1] Does not include new development fee (if applicable).

[2] nbn® fixed wireless services may be affected by conditions that limit their achievable speed. Please see "Connection speed" section for information on nbn® fixed wireless service speeds.

Setup fee

nbn® fixed wireless services have a $0 activation charge (new development fee may apply; see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. Fees may be refundable if the activation of the service is unsuccessful for any reason, upon return of any provided hardware/equipment. This fee excludes any applicable "special linkage charges" required to connect your service—for example: lead-in cabling, inbuilding cabling, non-standard installations.

nbn® co 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.

Termination fee

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

Self installation

Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

Fee for service

A fee for service may be charged for any works conducted by us or third party access providers to resolve a service fault where the fault is not found to be on our or our 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 us or third party providers.

Connection speed

nbn® co have acknowledged nbn® fixed wireless services in some areas are affected by congestion and this may contribute to affected services not achieving the full speed tier. nbn® fixed wireless plus services are delivered as a "best efforts" service and have no minimum defined speed; however they are required to reach a speed potential of at least 25 Mbps at least once in a 24 hour period.

The service speed of your plan is a theoretical maximum. These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including environmental conditions including weather conditions and wireless interference, network infrastructure, your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), and the number of other users on the network. Speeds may be slower when devices are connected by Wi-Fi. Fixed wireless connections can also be impacted by the distance or line of sight to the tower and other local conditions, and may not be able to achieve the full speed of their subscribed plan at any time of day. If you cannot achieve the full speeds of your plan and this cannot be fixed, you can move to a lower speed plan if available, or exit your plan at no cost.

SLA

Our business services are provided with a Service Level Agreement which includes priority support. For more information see our Service Level Agreement Policy available at our Legal page: https://swoop.com.au/legal.

Priority assistance

Priority Assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilize our service. If Priority Assistance is required, you should apply through a provider who can offer this service such as Telstra.

Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at https://simple.business.dcsi.net.au.

Acceptable Use Policy

You must comply with our Acceptable Use Policy https://swoop.com.au/legal/acceptable-use-policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

Customer service

Please visit https://swoop.com.au if you have any questions about this offer. If you need to talk to our technical support about our services or your connection you can call us on 1300 333 200.

Standard Support Hours: Weekdays 8am-8pm (AEST/AEDT). Emergency/After Hours Support: All other times.

Complaints or disputes

If you have a problem or complaint about your service, please refer to our complaint handling policy where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further assistance

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the TIO Website.

Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Terms of service

This document is a summary of critical information relating to the service. Full Terms of Service apply to your use of this service and can be accessed on our website at https://www.swoop.com.au/legal/business-standard-form-of-agreement.

We may update this document and/or our plan range without notice from time to time. The latest version of this document can always be downloaded from our website https://swoop.com.au.

Customer service contact details

You can contact our customer service team by:

1300 333 200 | business.support@swoop.com.au | Support ticket: https://simple.business.dcsi.net.au/

For more information on Broadband, visit https://www.commsalliance.com.au/BEP

All prices quoted include GST.