Critical Information Summary
OptiComm Fibre

swoop

Information about the service

The product is a Broadband Internet Connection provided via the OptiComm network. 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

Swoop Broadband OptiComm services are only available to premises located within OptiComm service areas. Please visit the OptiComm website to check your address at http://www.opticomm.net.au.

Need help selecting a plan?						
Household	1 - 3 users	1 - 4 users	1 - 6 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	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads
Recommended speed tier	25/5 Mbps	50/20 Mbps	100/20 Mbps	100/40 Mbps	250/25 Mbps	1000/50 Mbps

Installation

An Optical Network Unit (ONU) and fibre lead-in cable must be installed before we can activate your service. You can arrange this by contacting OptiComm directly. There may be a charge for the installation, which will be payable upfront. Swoop Broadband will remotely activate a service on your installed OptiComm ONU. You will need to connect your own router. If you're in a premises where the ONU and fibre lead-in cable has been installed but has never been connected to the Opticomm network, there may be an additional once off fee of $300 that will need to be paid upfront. 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.

Minimum term

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

Bundling & 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. If you Bring Your Own (BYO) router, you will need to reconfigure it yourself.

Data allowance	Speed tier	Theoretical maximum speed	Monthly charge	Total minimum cost – no contract[1,2]
Unlimited	Opticomm 25/5 Unlimited	25 Mbps	$69	$168
Unlimited	Opticomm 50/20 Unlimited	50 Mbps	$84	$183
Unlimited	Opticomm 100/20 Unlimited	100 Mbps	$99	$198
Unlimited	Opticomm 100/40 Unlimited	100 Mbps	$109	$208
Unlimited	Opticomm 250/25 Unlimited	250 Mbps	$129	$228
Unlimited	Opticomm 1000/50 Unlimited	1000 Mbps	$149	$248

[1] The total min. price for 1 month of service 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] 250/25 Mbps and 1000/50 Mbps services are available to enabled areas only, and will be subject to a service qualification check.

Setup fee

An activation fee of $99 applies. New or returning customers are required to pay the first monthly charge and any applicable setup and hardware costs upfront. Fees may be refundable if activation of the service is unsuccessful for any reason. This fee excludes any applicable "Special Linkage Charges" required to connect your service.

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 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. Premium and Extreme speeds may require upgraded or enhanced equipment to achieve high speeds, as your router, cables, WiFi network card and other equipment may not be capable of gigabit speeds.

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.

Excess data usage

Both uploads and downloads contribute towards your monthly data allowance on data capped plans. You will not be charged any extra for exceeding your data allowance. Instead, your service will be slowed ("shaped") to 512Kbps in both directions for the first 500MB in excess of your limit, and 256Kbps in both directions thereafter.

Usage information

To obtain information on your broadband data usage, visit: https://simple.swoopbroadband.com.au

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 66 55 75. Our opening hours can be viewed at https://swoop.com.au/contact.

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.

Complaints or disputes

If you have a problem or complaint about your service, visit Our Support Centre https://swoop.com.au/legal/complaints where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

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 are available on our website: https://swoop.com.au/legal/terms-of-service/

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://swoop.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.