

# Critical Information Summary

## VoIP



### Information about the service

The product is a Voice-over-Internet Protocol (VoIP) telephone service that allows you to make and receive phone calls via a Swoop Broadband internet connection.

### Installation

VoIP services are activated by us remotely. You may be required to connect some equipment in your home. We can provide support to assist you via phone, email and support ticket.

### Requirements and availability

VoIP is not available as a standalone service and can only be ordered in conjunction with an existing or new Swoop Broadband internet service. Swoop VoIP is available on selected residential nbn™, Swoop Fixed Wireless and OptiComm services.

You must use a Swoop-supplied router. If you do not have one, Swoop can supply an enhanced router at an additional charge of \$140 (inc. GST and postage). Any applicable setup and hardware costs are payable up-front.

Need help selecting a plan?				
Household	1-2 users	1-3 users	1-4 users	1-6 users
Typical usage	Web browsing, emails	Web browsing, emails, some streaming (e.g. Netflix)	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of downloads
Recommended speed tier	12/1 Mbps	25/5 Mbps	50/20 Mbps	100/40 Mbps

### Minimum term

There is no minimum term on Swoop Broadband VoIP services. You may terminate at any time with notice.

### Bundling

Swoop VoIP is not bundled automatically, but may be added on to any of the compatible broadband services (see Requirements and Availability) at an additional cost as listed in the pricing table below. See applicable broadband service CIS on our website for more information on those services.

Plan	Min. price per month	Included call value per month	Local call cost per call	National call cost per minute (flagfall: \$0.10)	Mobile call cost per minute (flagfall: \$0.10)	International call cost per minute
VIP	\$10	\$60	\$0.10	\$0.06	\$0.12	Variable rates <sup>1</sup>
Celebrity	\$20	\$120	\$0.10	\$0.06	\$0.12	Variable rates <sup>1</sup>
Superstar	\$30	\$240	\$0.10	\$0.06	\$0.12	Variable rates <sup>1</sup>

<sup>1</sup> International rates vary by destination country and network. For a full list of rates, see <https://swoopbroadband.com.au/services/phone/international-rates>

### Setup fee

nbn™ fixed line services have \$0 activation (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. If activation of the service is unsuccessful for any reason, upfront charges may be refundable after you return the provided modem/router. \$0 activation excludes any applicable "Special Linkage Charges" required to connect your service. For example: Lead-in cabling, in building cabling, non-standard installations, nbn™ new development fee.

### Standardised costs

If you restricted your usage solely to Standard National Calls each of 2 minutes in duration, you could make:

- On the VIP plan: 500 calls
- On the Celebrity plan: 1,000 calls
- On the Superstar plan: 1,666 calls

Standard costs for a 2-minute National Mobile Call are:

- On the VIP plan: \$0.24
- On the Celebrity plan: \$0.24
- On the Superstar plan: \$0.24

## Setup Fee

There are no setup fees associated with new phone numbers. If you wish to transfer (port) your number from an existing VoIP or PSTN phone service for use with a Swoop VoIP service, a \$50 porting fee will apply.

## Untimed Calls

Calls that are advertised as “untimed” (charged per call instead of per minute) will have a maximum duration of 2 hours per call.

## Fee For Service

A Fee for Service may be charged for any works conducted by Swoop or our third party access providers to resolve a service fault where the fault is not found to be on Swoop 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. They are subject to your approval before proceeding. If you refuse to agree to accept a Fee for Service, it is possible that we may not be able to resolve your fault.

## Residential Grade Service

Swoop Broadband Internet and VoIP services 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.

## 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.

## Battery Backup

Swoop does not provide battery backups. If your power or internet connection go offline for any reason, your VoIP service will cease to function for any purpose including emergency calls. We advise you to have another reliable method of communication in case of emergency.

## CSG Waiver

When you apply for a VoIP service, we will propose that you sign a form agreeing to waive your rights under the Customer Service Guarantee (CSG). You are not obligated to waive your protection and rights under the CSG; however, Swoop may choose not to supply a VoIP service to you if you do not agree to wholly waive your rights.

## Usage Information

Your usage information is available via the customer portal at <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 are: Weekdays 8am-10pm, Weekends 9am-7pm (AEST/AEDT).

## 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](mailto: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.