

Critical Information Summary

Pinnaroo Plan Range



Information about the service

The product is a broadband internet connection provided via the Swoop Broadband network. It is not a 3G/4G/5G Mobile service, but instead involves an antenna installed on the rooftop of the customer premises, cabled to a router indoors. The service includes access to our technical support service via phone or email.

Requirements and availability

Swoop Broadband fixed wireless services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by service qualification check. Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable. LoS can degrade over time due to new construction, vegetation growth or other obstructions. Swoop is not responsible for issues affecting LoS that are outside of our control.

Need help selecting a plan?		
Household	1 - 3 users	1 - 5 users
Typical usage	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads, VoIP
Recommended speed tier	20/5 Mbps	70/20 Mbps

Installation

Swoop Broadband fixed wireless services require roof access to install a permanent antenna to connect to Swoop Broadband's network. Swoop Broadband will also need to install a cable from the roof to your desired router location ("demarcation point") - for example, in a home office. You will need to be in attendance for the installation of Swoop Broadband equipment at your premises. Swoop Broadband fixed wireless services require a compatible router to be configured with your service details. A router will be supplied to you with your installation.

Minimum term

The Minimum term will depend on the option you select at the time of signup. We offer the following option:

- No minimum term

Setup fee

Standard installation fees:

- No minimum term - \$400

If a complex installation is required, e.g. connection requires the installation of a larger than standard antenna, roof mast or additional data outlets etc., this work will be charged on top of the above setup fees. A total install price will be confirmed and agreed to prior to the installation taking place. All plans also include a WiFi router for your premises at no additional charge.

Data allowance	Speed tier	Monthly charge	Total minimum cost - no minimum term	Unit cost per 1GB data
Unlimited*	20/5Mbps	\$75	\$475	-
Unlimited*	70/20Mbps	\$99	\$499	-

*Unlimited Data Plans with Unlimited Data provide full speed service for the first 400GB of monthly data transfer and then speeds are capped at 10/1Mbps, capable of streaming a single Netflix HD Video Stream and general internet browsing. If you're unsure this plan is suitable for your needs, please contact us to discuss your options.

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 the customers' approval before proceeding. If the customer rejects the possibility of a fee for service, it is possible that a service fault may not be resolved by Swoop Broadband or our third party providers.

Connection speed

The service speed of your plan is a theoretical maximum. Swoop Broadband fixed wireless 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.

Residential grade service

Swoop Broadband fixed wireless connections are residential grade services with no guarantee of consistent speeds or uptime. Service performance may be affected by weather such as heavy rain or strong wind. If you are seeking a Corporate Service please call 1300 591 261.

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/128kbps. If you would like to upgrade or downgrade your plan, please call 1300 591 261 or e-mail support@sa.swoop.com.au

Usage information

To obtain information on your broadband data usage, visit: <https://dashboard.sa.swoop.com.au>

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://sa.swoop.com.au/legal/terms-of-service>

Broadband Education

The Communications Alliance Broadband Education Package provides more information about broadband technologies and the factors that can affect the performance of your broadband service, and can be found at <https://www.commsalliance.com.au/BEP>

Customer service contact details

You can contact Swoop Broadband's customer service team:

- Call **1300 591 261**
- Email support@sa.swoop.com.au
- Submit a web form at <https://sa.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 at <https://sa.swoop.com.au/legal/complaints-handling-policy/>

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/contact-us>

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.