Key Facts Sheet
Business Fixed Wireless

swoop business

Important information about the Business Fixed Wireless plan options available with Swoop.

Speed | How fast?

30/10 Mbps[1]	70/20 Mbps[1]	120/20 Mbps[1]	250/100 Mbps[1]	500/200 Mbps[1]

[1] This indicates the theoretical maximum speed (Mbps) of the service during off-peak periods (11pm–7am).

Price | How much?

$89/month	$99/month	$119/month	$139/month	$159/month
Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data

Use | What can I do with it?

1 - 4 users	1 - 5 users	1 - 9+ users	1 - 9+ users	1 - 9+ users
at the same time	at the same time	at the same time	at the same time	at the same time
✔ Emails + browsing	✔ Emails + browsing	✔ Emails + browsing	✔ Emails + browsing	✔ Emails + browsing
✔ VoIP phone	✔ VoIP phone	✔ VoIP phone	✔ VoIP phone	✔ VoIP phone
✘ HD video streaming	✔ HD video streaming	✔ HD video streaming	✔ HD video streaming	✔ HD video streaming
✘ Large file downloads	✔ Large file downloads	✔ Large file downloads	✔ Large file downloads	✔ Large file downloads
✘ UHD/4K videos	✔ UHD/4K videos*	✔ UHD/4K videos*	✔ UHD/4K videos*	✔ UHD/4K videos*

Notes

Technical Limitations

• In the event of power failure at your premises, the internet connection will not work as the antenna will not operate. You will be unable to make or receive VoIP calls (including Emergency 000 Services) and back-to-base alarm systems (security or medical) will not function. You should ensure that your mobile phone is charged in case you need to make emergency calls.

• Your speed or performance may be reduced by a range of other factors such as the quality of your router, internal house wiring, wifi interference and line of sight to the premises. Contact us for assistance with slow speeds or any other issue with your service by calling 1300 222 300.

Medical Alarms / Security

Before ordering any Swoop Business service you will need to determine whether any existing security or medical alarms currently in use are compatible with our service. We recommend that you contact your alarm provider to determine this compatibility as well as what alternative options you may have.

* 2 simultaneous streams at a time.

For further information please see the Critical Information Summary at
https://www.swoop.com.au/legal