

Key Facts Sheet

Swoop Fixed Wireless



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

Speed How fast?				
 30/10¹	 70/20¹	 120/20¹	 250/100¹	 500/200¹
¹ This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7am).				
Price How much?				
\$79/month Unlimited Data	\$89/month Unlimited Data	\$109/month Unlimited Data	\$129/month Unlimited Data	\$149/month Unlimited Data
Use What can I do with it?				
 1 - 4 users at the same time	 1 - 5 users at the same time	 1 - 9+ users at the same time	 1 - 9+ users at the same time	 1 - 9+ users at the same time
<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✗ HD video streaming ✗ Large file downloads ✗ UHD/4K videos 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos*
Notes				
<p>Technical Limitations</p> <ul style="list-style-type: none"> • Fixed Wireless services will not work during power failures. This service does not include a battery backup power supply for Fixed Wireless equipment or customer equipment. During a power outage your VoIP phone will not function, including calls to emergency services. • Your speed or performance may be reduced by a range of other factors such as your router, internal house wiring, wifi interference and line of sight to the premises. Talk to us about what may be causing your slow speeds and we can suggest ways to improve the speed or performance. <p>Medical Alarms / Security</p> <p>Before acquiring a Fixed Wireless service, you should find out if any medical or security alarm services you want to use are compatible with a Fixed Wireless service. If any such services are not compatible, you should check with the provider to see what alternatives are available.</p> <p>* 2 simultaneous streams at a time.</p>				

For further information please see the Critical Information Summary at

<https://www.swoop.com.au/legal>

Current from 1 November 2023