


Key Facts Sheet

nbn[®] Fixed Line



Important information about the nbn[®] network speed options available with Swoop Broadband.

Speed | How fast?

 25/5¹ 25 Mbps²	 50/20¹ 50 Mbps²	 100/20¹ 100 Mbps²	 100/40¹ 100 Mbps²	 250/25^{1,3} 250 Mbps²	 1000/50^{1,3} 582 Mbps²
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¹ This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm–7pm).

² This is the typical download speed you can expect during busy periods (7pm–11pm).







³ Not available at all premises – only available on infrastructure capable of supporting superfast speeds. Your router may limit the maximum speed you can achieve on WiFi.

If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no cost.

Price | How much?

\$69/month Unlimited Data	\$79/month Unlimited Data	\$99/month Unlimited Data	\$109/month Unlimited Data	\$119/month Unlimited Data	\$139/month Unlimited Data
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Use | What can I do with it?

 1 - 3 users at the same time	 1 - 4 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	 1 - 9+ users at the same time
✓ Emails + browsing	✓ Emails + browsing	✓ Emails + browsing	✓ Emails + browsing	✓ Emails + browsing	✓ Emails + browsing
✓ VoIP phone	✓ VoIP phone	✓ VoIP phone	✓ VoIP phone	✓ VoIP phone	✓ VoIP phone
✓ Online gaming	✓ Online gaming	✓ Online gaming	✓ Online gaming	✓ Online gaming	✓ Online gaming
✓ HD video streaming	✓ 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	✓ Large file downloads
✗ UHD/4K videos	✗ UHD/4K videos	✓ UHD/4K videos	✓ UHD/4K videos	✓ UHD/4K videos	✓ UHD/4K videos

Notes

Technical Limitations

- Your nbn[®] service will not work during power failures. This service does not include a battery backup power supply for nbn[®] supplied 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 and wifi interference. Talk to us about what may be causing your slow speeds and we can suggest ways to improve the speed or performance.

Medical Alarms / Security

Before acquiring an nbn[®] service, you should find out if any medical or security alarm services you want to use are compatible with an nbn[®] service. If any such services are not compatible, you should check with the provider to see what alternatives are available.

For further information please see the Critical Information Summary at

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