











Key Facts Sheet

Business Fibre (Swoop Fibre)



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

Speed How fast?				
 50/25 Mbps¹	 100/50 Mbps¹	 250/150 Mbps¹	 500/250 Mbps¹	 1000/500 Mbps¹
¹ This indicates the theoretical maximum speed (Mbps) of the service during off-peak periods (11pm-7am).				
Price How much?				
\$79/month Unlimited Data	\$99/month Unlimited Data	\$129/month Unlimited Data	\$149/month Unlimited Data	\$199/month Unlimited Data
Use What can I do with it?				
 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
<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✗ HD video streaming ✗ Large file downloads ✗ UHD/4K videos 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos*
Notes				
<p>Technical Limitations</p> <ul style="list-style-type: none"> In the event of power failure at your premises, the internet connection will not work. This service does not include a battery backup power supply for supplied equipment or customer equipment. 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. <p>Your speed or performance may be reduced by a range of other factors such as the quality of your router, internal wiring and wifi interference. Contact us for assistance with slow speeds or any other issue with your service by calling 1300 222 300.</p> <p>Medical Alarms / Security</p> <p>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.</p>				

* 2 simultaneous streams at a time.

For further information please see the Critical Information Summary at

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

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