

# Key Facts Sheet

## Business nbn<sup>®</sup>



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

| Speed   How fast?  |   |   |   |   |
|--|---|---|---|---|
| <p><b>50/20Mbps<sup>1</sup></b><br/><b>50 Mbps<sup>2</sup></b></p>   | <p><b>100/40Mbps<sup>1</sup></b><br/><b>100 Mbps<sup>2</sup></b></p>  | <p><b>250/100Mbps<sup>1,3</sup></b><br/><b>236 Mbps<sup>2</sup></b></p>   | <p><b>500/200Mbps<sup>1,3</sup></b><br/><b>491 Mbps<sup>2</sup></b></p>   | <p><b>1000/400Mbps<sup>1,3</sup></b><br/><b>TBA<sup>4</sup></b></p>   |
| <p><sup>1</sup> This indicates the theoretical maximum speed (Mbps) of the service during off-peak periods (11pm–7am).<br/> <sup>2</sup> This is the typical download speed you can expect during busy periods (7pm–11pm).<br/> <sup>3</sup> 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<br/> <sup>4</sup> Actual speeds to be confirmed.</p>   |   |   |   |   |
| Price   How much?  |   |   |   |   |
| <b>\$84/month</b><br>Unlimited Data  | <b>\$104/month</b><br>Unlimited Data  | <b>\$109/month</b><br>Unlimited Data  | <b>\$149/month</b><br>Unlimited Data  | <b>\$269/month</b><br>Unlimited Data  |
| Use   What can I do with it?   |   |   |   |   |
| <p><b>1 - 4 users</b><br/>at the same time</p>   | <p><b>1 - 9 users</b><br/>at the same time</p>  | <p><b>1 - 9+ users</b><br/>at the same time</p>   | <p><b>1 - 9+ users</b><br/>at the same time</p>   | <p><b>1 - 9+ users</b><br/>at the same time</p>   |
| <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✗ HD video streaming</li> <li>✗ Large file downloads</li> <li>✗ UHD/4K videos</li> </ul>   | <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul> | <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul> | <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul> | <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul> |
| Notes  |   |   |   |   |
| <p><b>Technical Limitations</b></p> <ul style="list-style-type: none"> <li>• Your nbn<sup>®</sup> service will not work during power failures. This service does not include a battery backup power supply for nbn<sup>®</sup> supplied equipment or customer equipment. During a power outage your VoIP phone will not function, including calls to emergency services.</li> <li>• Your speed or performance may be reduced by a range of other factors such as your router, internal wiring and wifi interference. Contact our support team on 1300 224 600 for assistance if you are experiencing slow speeds or any other issue with your service.</li> </ul> <p><b>Medical Alarms / Security</b></p> <p>Before ordering an nbn<sup>®</sup> service, you should determine if any medical or security alarm services currently in use are compatible with the nbn<sup>®</sup> service. If any such services are not compatible, you should check with the provider to see what alternatives are available. We recommend that you contact your alarm provider to determine this compatibility and alternatives for incompatible devices. NodeOne recommend that you register medical alarms by visiting the <a href="#">nbn<sup>®</sup> Medical Alarm Register</a>.</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 16 April 2025

SWO\_E2B0003\_Swoop\_Biz\_NBN\_KFS\_20250408