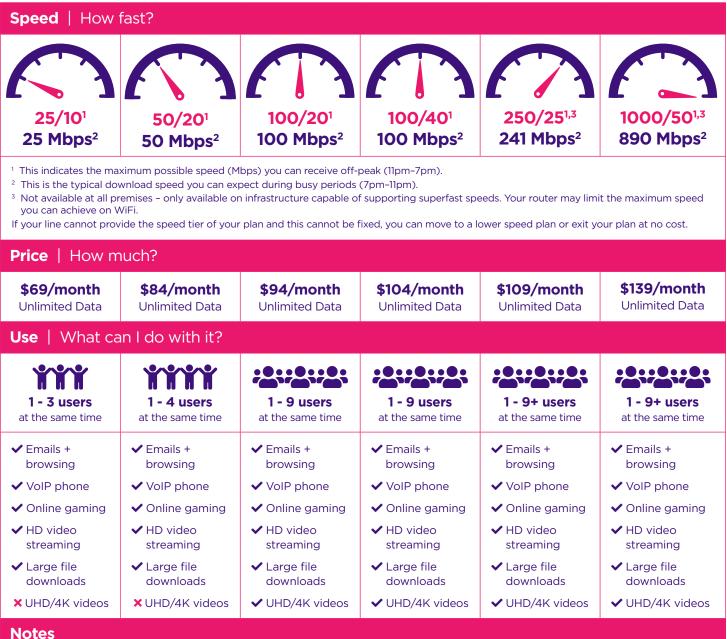
Key Facts Sheet nbn[®] Fixed Line



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



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

