

# Critical Information Summary

## Swoop Fibre



### Information about the service

The product is a broadband internet connection provided via our high-performance Swoop Fibre network. The service comes with Unlimited data and access to our technical support service via phone, email and customer portal. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

Plan name	Data allowance	Speed tier	Typical Evening Speed <sup>1</sup>	Monthly Charge	Upfront cost	Total minimum cost for 1 month service
Swoop Fibre 50/25	Unlimited	50/25 Mbps	TBA	\$79	\$79	\$79
Swoop Fibre 100/50	Unlimited	100/50 Mbps	TBA	\$89	\$89	\$89
Swoop Fibre 250/100	Unlimited	250/100 Mbps	TBA	\$99	\$99	\$99
Swoop Fibre 1000/500	Unlimited	1000/500 Mbps	TBA	\$149	\$149	\$149

<sup>1</sup> We are not yet able to provide accurate typical evening speed information for these plans as they have only been recently introduced. We will update this as soon as more information is available.

### Requirements and availability

Service is available within our Swoop Fibre network service area. Please contact our team on 1300 66 55 75 to check availability at your premise.

### Bundling and hardware

This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

### Installation

If you do not already have required Swoop infrastructure installed at your premises, our technicians will need to connect to and install equipment at your premises. We will advise you at the time of sign-up if this is required and will arrange this as part of your order. You or someone aged over 18 years must be present for the duration of the installation appointment. This equipment remains the property of Swoop and fees apply if this equipment is removed or damaged. Any cabling that is required in your premises beyond the network boundary point is your responsibility, and at your own cost.

### Setup fee

Swoop Fibre services have \$0 activation (New Development Fee may apply, see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. If activation of the service is unsuccessful for any reason, upfront charges may be refundable after you return the provided modem/router. \$0 activation excludes any applicable "Special Linkage Charges" required to connect your service. For example: Lead-in cabling, in-building cabling, non-standard installations, Swoop Fibre new development fee.

### New development fee

This is a \$300 fee charged for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

### Minimum term

1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle.

### Service cancellation fee

You must provide us notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Service cancellations cannot be backdated.

### Self installation

Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

### Fee for service

If we need to organise for our technicians to attend at your property, we will ask you to agree to a Fee For Service. This Fee applies if we are called out to fix a service fault that is found to be outside our responsibility, such as a WiFi fault or other fault that is not with our equipment, cabling, network or other elements within our control on our side of the network boundary point. If you do not agree to a Fee For Service upfront, we may not be able to resolve the fault with your service.

### Connection speed

The speed tier describes the maximum speed that the service could theoretically achieve in ideal conditions. The typical evening speed is the typical speed achieved by customers subscribed to this service at peak times (7pm-11pm Mon-Fri). It is not a guaranteed minimum speed and past performance is not an indication of expected future speeds.

Actual speeds that you experience may be lower and could vary due to several factors including your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), number of other users on the network and performance of third-party interconnecting infrastructure that are not operated by Swoop. Speeds may be slower when devices are connected by WiFi.

## Residential grade service

Our services are a residential grade service and do not include business priority support and service. If you require a business grade service, please check our website for more information: <https://swoop.com.au/business>.

## Carrier Grade Network Address Translation (CGNAT)

Where CGNAT is available, your IP address will default to using CGNAT, unless you specifically request to opt out of CGNAT, which may be approved by Swoop at its discretion. When opting out of CGNAT, a dynamic public IP address will be assigned to the service, however, you may request a static public IP address (at additional cost).

## Priority assistance

Priority Assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilize our service. If Priority Assistance is required, you should apply through a provider who can offer this service such as Telstra.

## Usage information

To obtain information on your broadband data usage, visit: <https://simple.swoopbroadband.com.au>.

## Changing plan

To view the plans that you may switch to, login to <https://simple.swoopbroadband.com.au>. Once your plan change has taken effect, any adjustments to charges will be reflected in the first invoice issued after the plan change. Plan downgrades will only take effect at the start of the next billing cycle.

An upgrade is a change to any plan with a higher monthly service cost, regardless of inclusions.

A downgrade is a change to any plan with a lower monthly service cost, regardless of inclusions.

## Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at <https://simple.swoopbroadband.com.au>.

## Acceptable Use Policy

You must comply with our Acceptable Use Policy <https://swoop.com.au/legal/acceptable-use-policy> and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

## Customer service

Please visit <https://swoop.com.au> if you have any questions about this offer. If you need to talk to our technical support about our services or your connection you can call us on 1300 66 55 75. Our opening hours can be viewed at <https://swoop.com.au/contact>.

## Complaints or disputes

If you have a problem or complaint about your service, visit Our Support Centre <https://swoop.com.au/legal/complaints> where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

## Further assistance

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the **TIO Website**.

## Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

## Terms of service

This document is a summary of critical information relating to the service. Full Terms of Service apply to your use of this service and can be accessed on our website at <https://swoop.com.au/legal/terms-of-service>.

We may update this document and/or our plan range without notice from time to time. The latest version of this document can always be downloaded from our website <https://swoop.com.au>.

## Customer service contact details

You can contact our customer service team:  
1300 66 55 75 | [support@swoopbroadband.com.au](mailto:support@swoopbroadband.com.au)  
Support ticket: <https://simple.swoopbroadband.com.au>

For more information on Broadband, visit <https://www.commsalliance.com.au/BEP>.

All prices quoted include GST.