

Terms & Conditions

Seacrest Swoop Fibre Terms 2024/25



The Offer

These Terms and Conditions apply to the Seacrest Swoop Fibre 2024/25 Promotion which provides:

The **Existing Customer Offer** provides eligible **existing customers** with an upgrade to Swoop Fibre at no cost, and discounted monthly charges for the first 12 months of their service subject to these Terms and Conditions.

The **New Customer Offer** provides eligible **new customers** with an upgrade to Swoop Fibre at no cost, and discounted monthly charges for the first 6 months of their service subject to these Terms and Conditions.

The applicable discounts are set out in the tables below.

These Offers are valid from 1 October 2024 to 30 June 2025, or otherwise until Swoop withdraws the Offers without notice by discontinuing the promotion. By applying for an Offer, you agree to be bound by Swoop's Standard Form of Agreement (**SFOA**), accessible at <https://swoop.com.au/legal/>, as well as these Terms and Conditions. Swoop reserves the right to modify these Terms and Conditions at any time in accordance with the SFOA.

Your application

To qualify for an Offer, you must meet the following criteria:

- You must be at least 18 years old and possess a valid Australian residential address in Seacrest, WA; and
- You must be an existing NodeOne customer at an address eligible to migrate to Swoop Fibre in Seacrest, WA (**Existing Customer Offer**); or
- You must be a new Swoop customer at an address eligible for upgrade to Swoop Fibre in Seacrest, WA (**New Customer Offer**).

Swoop may accept or decline your application in its absolute discretion.

How the offers will work

The discounts apply exclusively to the specific services and plans detailed in the tables below (**eligible service**). Each Offer is non-transferable, cannot be combined with any other special offers or promotions, and is not redeemable for cash.

The Existing Customer Offer is available to existing NodeOne customers who transfer to a Swoop Fibre plan.

The New Customer Offer is available to new Swoop customers who start a new Swoop Fibre plan.

Upon acquiring a new eligible service, Swoop will apply the discount specified in the tables below at the time of signup. The monthly discount will automatically be subtracted from your monthly invoices for the first 6 (**New Customer Offer**) or 12 (**Existing Customer Offer**) months of your service, or until you cancel the service, whichever comes first.

If you opt to change your plan during the 6 or 12 month discount period, the discount will continue to apply if the new plan matches those listed in the tables below. If the new plan is not listed, the discount will cease to apply.

Additional charges, including but not limited to upgrades, extra data packs, other internet services, installation, and fees for non-standard installations, will continue to apply.

This Offer is not available in all regions and only applies to the services listed in the tables below.

All prices displayed include Goods and Services Tax (GST).

Cost

Swoop provides the fibre installation at no cost, although Swoop will complete a pre-scope prior to installation and may determine that extra infrastructure may be required to complete the installation. If this is the case, the customer will be notified prior to proceeding with the installation, and the cost of that extra infrastructure must be paid by the customer to move forward.

Existing Customer Offer (Valid for first 12 months)

Service	Monthly charge	Offer	Discount
Swoop Fibre 50/25	\$79	\$49	\$30
Swoop Fibre 100/50	\$89	\$59	\$30
Swoop Fibre 250/100	\$99	\$69	\$30
Swoop Fibre 1000/500	\$149	\$99	\$50
Swoop Fibre 2000/2000	\$334	N/A	N/A

New Customer Offer on next page

New Customer Offer (Valid for first 6 months)

Service	Monthly charge	Offer	Discount
Swoop Fibre 50/25	\$79	\$64	\$15
Swoop Fibre 100/50	\$89	\$69	\$20
Swoop Fibre 250/100	\$99	\$74	\$25
Swoop Fibre 1000/500	\$149	\$124	\$25
Swoop Fibre 2000/2000	\$334	N/A	N/A