

Swoop Pricing Schedule

Business Fibre Enterprise Ethernet



Pricing below excludes GST.

This schedule does not include any promotional offers, discounts, or price alterations that may occur on occasion.

Installation and Activation		
Contract Term	Charge	Details
12 months	\$5,000.00	once-off
24 months	\$1,250.00	once-off
36 months	\$0.00	once-off

Relocation		
Relocation Type	Charge	Details
Within same premise	Refer directly to nbn: nbn Relocation works	
To another premise ¹	Charged as per new installation	

Additional Installation and Relocation Charges		
Extra Charge	Charge	Details
Feasibility Study	\$500.00	once-off
Fibre Build Contribution ²	POA	once-off
Non Standard Installation or Relocation	Labour Rate ³ + Materials ⁴	once-off

Other Service Related Fees		
Fee Description	Charge	Details
Order Withdrawal Fee (Planning Phase)	\$825.00	once-off
Order Withdrawal Fee (Design Phase)	\$2,250.00	once-off
Order Withdrawal Fee (Build Phase)	\$8,800.00 + Fibre Build Contribution	once-off
Plan Change Request (Logical Change)	\$250.00	once-off
Plan Change Request (New Install Required)	POA	once-off

Other Fees		
Fee Description	Charge	Details
Incorrect Callout Fee ⁵	\$165.00	per event
Missed Appointment Fee ⁶	\$82.50	per event

Notes

- ¹ The new service will need to be signed on for a new contract term, and Fibre Build Contribution might apply at the new premise.
- ² There may be an upfront build charge or cost which you will be required to pay (Fibre Build Contribution). This Fibre Build Contribution may be adjusted higher retrospectively by NBN if they determine that the actual cost they will incur is higher. You agree that if NBN passes on a higher Build Charge to Swoop, Swoop may pass it onto You.
- ³ Labour Rate means \$75 per hour required for the relevant activity, rounded up to the next full hour.
- ⁴ Materials means the cost of materials necessary to perform the relevant activity.
- ⁵ Fee charged if (a) a technician attends a premise for installation but the premise is not ready for installation or (b) when a technician is dispatched for a service repair where there is no fault found within the nbn or Swoop network and/or equipment.
- ⁶ Fee charged if the Appointment Representative is not present for a site visit.