

# Key Facts Sheet

## Business nbn<sup>®</sup> TC4 (Fixed Line)



Important information about the nbn<sup>®</sup> business network speed options available with Swoop Business.

Speeds   How fast?					
Available plans	 50/20 <sup>1</sup>	 100/40 <sup>1</sup>	 250/100 <sup>1,3</sup>	 500/200 <sup>1,3</sup>	 1000/400 <sup>1,3</sup>
Typical evening speed	50 Mbps <sup>2</sup>	100 Mbps <sup>2</sup>	236 Mbps <sup>2</sup>	491 Mbps <sup>2</sup>	890 Mbps <sup>4</sup>
<p><sup>1</sup> This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm–7pm).  <sup>2</sup> This is the typical download speed you can expect during busy periods (7pm–11pm).  <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.  <sup>4</sup> Typical evening speeds are based on an estimate. These speeds will be monitored regularly and updated when available.                      If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no cost.</p>					
Pricing   How much?					
Plan price	\$84/month	\$104/month	\$104/month	\$124/month	\$144/month
Availability   Which nbn <sup>®</sup> technologies?					
FTTP	✓	✗	✓	✓	✓
HFC	✓	✗	✓	✓	✓
FTTN	✓	✓	✗	✗	✗
FTTB	✓	✓	✗	✗	✗
FTTC	✓	✓	✗	✗	✗
Capability   What can I do with it?					
Users	 1 to 3	 1 to 4	 1 to 9+	 1 to 10+	 1 to 10+
Emails + Browsing	✓	✓	✓	✓	✓
VOIP Phone	✓	✓	✓	✓	✓
HD video streaming	✓	✓	✓	✓	✓
Large file downloads	✓	✓	✓	✓	✓
UHD/4K videos	✗	✓	✓	✓	✓
Notes					
<p><b>Technical Limitations</b></p> <ul style="list-style-type: none"> <li>In the event of power failure at your premises, the internet connection will not work as the antenna will not operate. You will be unable to make or receive VoIP calls (including Emergency 000 Services) and back-to-base alarm systems (security or medical) will not function. You should ensure that your mobile phone is charged in case you need to make emergency calls.</li> <li>Your speed or performance may be reduced by a range of other factors such as the quality of your router, internal house wiring, wifi interference and line of sight to the premises. Contact us for assistance with slow speeds or any other issue with your service by calling 1300 222 300.</li> </ul> <p><b>Medical Alarms / Security</b></p> <p>Before ordering any Swoop Business service you will need to determine whether any existing security or medical alarms currently in use are compatible with our service. We recommend that you contact your alarm provider to determine this compatibility as well as what alternative options you may have.</p> <p>* 2 simultaneous streams at a time.</p>					