

Terms & Conditions

Mobile Migration Competition



ACT Permit TP 26/01305

1. Overview

These Terms and Conditions (Terms) apply to the Swoop Mobile Migration Competition 2026 (Promotion).

2. Promoter

The promoter is Swoop Telecommunications Pty Ltd (ACN 109 931 731) (Promoter).

Promoter contact details:

Address: Swoop Telecommunications Pty Ltd
Level 5, 126-130 Phillip St Sydney, NSW 2000

Email: support@swoop.com.au

Phone: 1300 66 55 75

3. Promotion type

The Promotion is a trade promotion lottery / promotional game. Entry is free.

4. Eligibility

Subject to these Terms, entry is open to Australian residents aged 18 years or over, excluding residents of the ACT, who during the Promotion Period are existing Swoop mobile customers and complete a Successful Migration of an Eligible Service to the Promoter's new mobile network.

Customers with unpaid services, Employees of the Promoter, and their immediate families (spouse, de facto spouse, parent, child, sibling, and household members), and agencies associated with the Promotion are not eligible to enter.

5. Definitions

In these Terms:

Eligible Service means a Swoop-branded mobile service that is eligible to be migrated to the Promoter's new mobile network during the Promotion Period.

Successful Migration means the Eligible Service is activated on the Promoter's new mobile network and is operational (able to make and receive calls and use mobile data) within the Promotion Period.

6. Promotion Period

The promotion starts at 12:00am AEST on 16 June 2026 and ends at 12:00am AEST on 5 October 2026 (Promotion Period).

7. How to enter

Entry is automatic. An eligible entrant receives one (1) entry when they complete a Successful Migration during the Promotion Period. No entry form is required.

Entry limit: one (1) entry per Successfully Migrated Eligible Service, up to a maximum of [insert] entries per person and per account (regardless of the number of services held).

The Promoter may verify eligibility and migration status. If an entrant cannot provide reasonable proof of eligibility on request, the Promoter may deem the entry invalid.

8. Prizes

There are three (3) prizes. Each winner may win only one (1) prize.

Prize list:

- 1 x iPhone 17 Pro 256GB (RRP \$1,999.00)
- 1 x Bose QuietComfort Ultra 2 Headphones (RRP \$699.95)
- 1 x \$500 prepaid Visa card

Total prize pool value: \$3,198.95 (GST inclusive where applicable).

9. Prize conditions

Services must remain active for at least 3 months post migration - prizes will be provided to winning customers at 3 months.

No cash alternative is offered. Prizes are not transferable, exchangeable, or redeemable for cash.

The prepaid Visa card is issued subject to the issuer's terms and conditions (including any expiry and fees).

If a prize (or any part of a prize) is unavailable for reasons beyond the Promoter's reasonable control, the Promoter may substitute it with a prize of equal or greater value, subject to applicable law.

Any ancillary costs associated with redeeming or using a prize are the winner's responsibility unless expressly stated otherwise.

10. Draw details

The draw will be conducted at 2:00pm AEST on 7 October 2026 at 727 Collins St. Melbourne VIC, 3008.

Winners will be determined by a computerised random draw (Excel Single Random Cell Formula).

The major prize (iPhone) will be drawn first, followed by the remaining prizes.

11. Winner notification and publication

Winners will be notified by email and/or SMS within two (2) business days of the draw.

The winners' first initial, surname, and State/Territory will be published at: www.swoop.com.au within five (5) business days of the draw and will remain available for at least twenty-eight (28) days.

12. Claiming and delivery

Winners must claim their prize within fourteen (14) days of notification by following the Promoter's instructions.

Services must remain active for at least 3 months post migration - prizes will be provided to winning customers at 3 months.

Prizes will be delivered to an Australian address nominated by the winner. If courier delivery is required, a PO Box may not be accepted.

13. Unclaimed prize draw

If a prize is not claimed within fourteen (14) days of notification, the Promoter may conduct an unclaimed prize draw at 2:00pm AEST on 21 October 2026 at 727 Collins St. Melbourne VIC, 3008 using the same draw method.

Any replacement winner will be notified and published in accordance with these Terms.

14. Errors, delays, and invalid entries

The Promoter is not responsible for any technical disruptions, network congestion, or systems failures that may affect a participant's migration process or the Promoter's records of entries.

Entries that are incomplete, corrupted, fraudulent, or submitted in breach of these Terms may be deemed invalid.

15. Variation, suspension, and cancellation

The Promoter may vary, suspend, or cancel the Promotion only if reasonably necessary due to circumstances beyond the Promoter's reasonable control.

Any changes will be communicated as soon as practicable and will not unfairly disadvantage entrants, subject to applicable law.

16. Liability

To the maximum extent permitted by law, the Promoter excludes all liability for any loss, damage, or injury suffered in connection with the Promotion or any prize.

Nothing in these Terms limits any rights an entrant may have under the Australian Consumer Law or other applicable laws that cannot be excluded.

17. Privacy

The Promoter collects personal information to administer the Promotion, contact winners, and deliver prizes.

The Promoter may disclose personal information to service providers (for example, couriers and prize suppliers) for these purposes.

Personal information will be handled in accordance with the Promoter's Privacy Policy available at: www.swoop.com.au/legal

18. Publicity

Use of winner's name, suburb, image, or likeness will be used in promotional activities. Winners may decline the prize if they do not wish to participate.

19. Third party brands

This Promotion is not sponsored, endorsed, administered by, or associated with Apple, Bose, or Visa.

20. Governing law

These Terms are governed by the laws of New South Wales. Entrants submit to the non-exclusive jurisdiction of the courts of New South Wales and the Commonwealth of Australia.