

Critical Information Summary

Mobile Plans



Standard Mobile Plans					
Plan	Min. monthly charge	Included Data	Included data cost per MB	Calls & Text	Technology
Swoop 30GB	\$25	30GB	0.000814	Unlimited standard national calls & text.	4G & 5G
Swoop 60GB	\$33	60GB	0.000537		4G & 5G
Swoop 120GB	\$40	120GB	0.000326		4G & 5G
Swoop 250GB	\$50	250GB	0.000195		4G & 5G

Information about the service

These plans are post-paid mobile services that offer the following monthly included value:

Talk & Text

Unlimited, with the following inclusions:

- Unlimited calls within Australia to standard land line, mobile, 13, 1300, 1800 numbers - subject to **Fair Use** (see link)
- Unlimited SMS and MMS from Australia to all national mobiles - subject to **Fair Use** (see link)
- Unlimited Voicemail - subject to **Fair Use** (see link)
- VoLTE and VoWiFi capability

and the following exclusions:

- International calls, SMS, and MMS & data (see **International Call Rates**)
- Mobile satellite calls, SMS & MMS, and data
- Premium talk and text to third party services (Directory assistance, 19 numbers, competitions, TV voting, etc.)

Use of excluded services will incur excess charges per month. Charges for premium services are as advertised by that provider.

Mandatory Components

A mobile phone is required to use this service. Swoop Mobile will only provide a physical Sim (pSIM) or electronic Sim (eSIM).

Minimum Term

This service is available as a month-to-month service (minimum term of one month) agreement. That can be cancelled any time. Access fee charges will apply until the end of the billing cycle.

Information about pricing

Standard Call (landline + mobile).....	0c
National SMS/MMS.....	0c
13, 1300, and 1800 number calls	0c
Voicemail deposits & retrievals	0c
International SMS	15c
International MMS	20c

Excess Data Charges

Excess data is charged at \$9 per GB (\$0.00879 per MB). However, you will only be charged for what you use in KB increments. This means that if you used an additional 100MB of data you would be charged an additional 88 cents on your next bill.

Early Termination Charges

If you cancel your service, you will not be charged an early termination fee. You must pay charges up to the end of your billing cycle, plus any unpaid charges and delayed usage.

Payment Options

Automatic Direct	Free
Direct Deposit	Free
Pay via phone.....	Free
Pay via website/app.....	Free
BPay Payment Handling Fee.....	\$1.00
Late Payment Fee	\$15.00

Coverage

Your mobile service will be carried on the Vodafone network. Data speeds are capped at a maximum of 150Mbps.

Other Information

Usage Information

Swoop Mobile will send you SMS usage notifications once you've reached approximately 50%, 85%, and 100% of your call or data inclusion. You can monitor your monthly usage by logging into the Swoop Mobile website at portal.swoopmobile.com.au or by using the Swoop Mobile application available for iOS and Android devices. Simply search for "Swoop mobile" on the Apple App Store or the Google Play Store to download the app. Please note that data usage records may take up to 60 minutes to be received.

Enquiries, Feedback, and Complaints

We are committed to providing you with excellent service. You can contact us via:

Phone	1300 66 55 75
E-mail	support@swoopmobile.com.au
Web	swoop.com.au/support
Facebook	facebook.com/swoopbroadband

To view our full complaints handling policy and procedure please view our **Complaints Policy**.

Resolution Process

Generally, any enquiries and issues raised through first contact with us are resolved immediately. However, if your issue persists, we promise to keep regular contact until any issue has been resolved to your satisfaction.

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Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any issues or are unsatisfied with your service. If you are still not satisfied with a proposed resolution after the full resolution process has been conducted or believe that we have not served you in a fair manner, you can seek assistance from the TIO by submitting a complaint via:

Phone 1800 062 058
Fax 1800 630 614
Web tio.com.au/making-a-complaint/

Standard Operating Times

Weekdays: 9AM – 7PM AEST

Weekends: 10AM – 5PM AEST

Billing

Swoop Mobile uses anniversary billing (12 billing cycles a year). Your anniversary day is set by the first service you activate on your account. Your billing cycle commences on the same day every month. If you add additional services to your account they will use the same anniversary day as the first service, even if the first service has since been disconnected. Any additional services not connected on the anniversary day will have their first month prorated to bring it into the same billing cycle. You will receive a proportional access fee, a proportional plan inclusion, and if you're on a promotional plan, a proportional discount for the remainder of the first billing cycle. Swoop Mobile uses direct debiting and requires a valid debit/credit card issued in your name to be used in the sign-up process. By default, we will use this card for monthly payments going forward. Once your initial payment has been made you may opt to use alternative payment methods for future invoices. Please note that some alternative payment methods incur a handling fee. See Payment Options. Your invoice is generally created on the first day of your billing cycle and is sent via email. Invoices are due 7 days after being sent to you. It is advised that invoices be paid on time to avoid being charged the \$15.00 late payment fee. Swoop Mobile charges the monthly access fee in advance, if you cancel before the end of your billing cycle, charges will still apply until the cycle ends. We do not offer pro-rata credits or refunds for unused days.

Links

Terms and Conditions

<https://www.swoop.com.au/mobile/legal/>

Fair Use Policy

<https://www.swoop.com.au/wp-content/uploads/2023/07/Swoop-Mobile-Fair-Use-Policy.pdf>

Privacy Policy

<https://www.swoop.com.au/legal/privacy-policy/>

Complaint Policy

<https://www.swoop.com.au/mobile/legal/complaints-policy/>

Payment Assistance Policy

<https://www.swoop.com.au/wp-content/uploads/2024/07/Swoop-Mobile-Financial-Hardship.pdf>

International Call Rates

<https://www.swoop.com.au/international-call-rates/>