

# Terms & Conditions

## Fibre Connect Fibre Upgrade Offer



Swoop are offering an upgrade from Fibre To The Node (FTTN) or Fibre To The Curb (FTTC) to Fibre To The Premise (FTTP) to eligible nbn® FTTN and FTTC premises (Offer).

Terms and Conditions of this Offer include:

- This Offer is available for:
  - current FTTN and current FTTC addresses that have been identified by nbn® as being eligible for an upgrade to FTTP; and
  - customers at the above addresses being on the minimum eligible plans for current FTTN and FTTC address as noted below; and
  - customers at the above addresses order one of the eligible plans set out below.
- For a new FTTP service to be able to be connected, someone aged over 18 years old must be home at the time of any appointments.
- nbn® will complete a pre-scope prior to installation and may determine that extra infrastructure (e.g. trenching and conduit) may be required to complete the installation. If this is the case the cost of that extra infrastructure must be paid by the customer.
- Customers who upgrade to FTTN or FTTC under this Offer must remain on an eligible plan for 12 months.

### Eligible plans for current FTTN and FTTC addresses include:

Home Internet	Business Internet
100/20	100/40
100/40	250/100
250/25	500/200
1000/50	1000/400

### Minimum eligible plan for current FTTN addresses

- The minimum service that is eligible for an upgrade is 100Mbps/20Mbps plan for residential addresses and 100Mbps/40Mbps for business addresses.

### Hardware

Customers are responsible for ensuring that their devices are compatible for higher nbn® speeds.

### Lead Times

The following are estimated service activation timelines from nbn®, from the date that we place the order with them.

For Fibre to the Node (FTTN) premises:

- Urban area: 19 Business Days
- Regional and remote areas: 24 Business Days

For Fibre to the Curb (FTTC) premises:

- Urban Area: 25 Business Days
- Regional and remote areas: 29 Business Days

### Costs

nbn® provides the fibre upgrade installation at no cost, although additional external costs may apply. If customers cancel their service or downgrade their service to an ineligible plan within the first 12 months, a \$200 setup fee may be payable at the discretion of nbn. Such a fee will be payable by the customer to Swoop.

Full Terms of Service apply to your use of this service and can be accessed on the Swoop website at <https://swoop.com.au/legal/>