

# Critical Information Summary

## Swoop Fixed Wireless



### Information about the service

The product is a broadband internet connection provided via our high-performance Fixed Wireless network. You will require an antenna to be installed on your roof in order to access this service, which will be cabled to a router point (network boundary point) we will install inside your premises. The service comes with Unlimited data and includes supply and installation of the Antenna, and access to our technical support service via phone, email and customer portal support ticket. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

### Requirements and availability

Service is available within our Fixed Wireless network service area. You can remotely check if your address is within our service area on our website at [www.swoop.com.au](http://www.swoop.com.au).

Remote address check (Remote Service Qualification or RSQ) is an estimate only. An On-site Service Qualification of your premises will be undertaken by our technicians on the day of installation. If your address is not serviceable by us, no charges will apply unless we have a prior agreement with you.

Service Qualification pass depends on Line of Sight (LOS) to an access point on one of our towers. Factors that can impede LOS, either before or after installation, include (but are not limited to) vegetation growth, new constructions, and other physical obstructions, and services can also be affected by local interference.

### Bundling and hardware

This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it. The antenna and associated equipment remains our property.

Need help selecting a plan?					
Household	1 - 4 users	1 - 5 users	1 - 9+ users	1 - 9+ users	1 - 9+ users
Typical usage	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, some streaming (e.g. Netflix), lots of uploads and some downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of uploads and downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of uploads and downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of uploads and downloads
Recommended speed tier	30/10 Mbps	70/20 Mbps	120/20 Mbps	250/100 Mbps	500/200 Mbps

### Installation

Our technicians will install an Antenna and a network boundary point at your premises. You or someone aged over 18 years must be present for the duration of the installation appointment. Any cabling that is required in your premises beyond the network boundary point is your responsibility, and at your own cost.

### Setup fee

An Installation/Setup Fee of \$480 is payable upon service cancellation (termination).

The setup fee reduces by \$20 per each month of active service for 24 months. After 24 months, the Setup Fee is waived in full upon termination. Non-standard installation may be required at some addresses at an additional upfront charge and will be quoted on a case-by-case basis.

### Minimum term

1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle. A Setup Fee is payable for services terminated within the first 24 months (see Setup Fee).

### Termination fee

You must provide us notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Terminations cannot be backdated. A Setup Fee is payable on exit for services terminated within the first 24 months (see Setup Fee).

Data allowance	Speed tier	Monthly charge	Setup fee (if terminated in the first month, see Setup Fee)	Total minimum cost for one month of service
Unlimited	30/10 Mbps	\$79	\$480	\$559
Unlimited	70/20 Mbps	\$89	\$480	\$569
Unlimited	120/20 Mbps	\$109	\$480	\$589
Unlimited	250/100 Mbps	\$129	\$480	\$609
Unlimited	500/200 Mbps	\$149	\$480	\$629

## Fee for service

If we need to organise for our technicians to attend at your property, we will ask you to agree to a Fee For Service. This Fee applies if we are called out to fix a service fault that is found to be outside our responsibility, such as a WiFi fault or other fault that is not with our Antenna, cabling, network or other elements within our control on our side of the network boundary point. If you do not agree to a Fee For Service upfront, we may not be able to resolve the fault with your service.

## Connection speed

The speed tier describes the maximum speed that the service could theoretically achieve in ideal conditions. These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including environmental conditions including weather conditions and wireless interference, network infrastructure, your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), and the number of other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

## Residential grade service

Our services are a residential grade service and do not include business priority support and service. If you require a business grade service, please check our website for more information: <https://www.swoop.com.au/business>.

## Priority assistance

Priority Assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilize our service. If Priority Assistance is required, you should apply through a provider who can offer this service such as Telstra.

## Usage information

To obtain information on your broadband data usage, visit: <https://simple.swoopbroadband.com.au>

## Changing plan

To view the plans that you may switch to, login to <https://simple.swoopbroadband.com.au>. Once your plan change has taken effect, any adjustments to charges will be reflected in the first invoice issued after the plan change. Plan downgrades will only take effect at the start of the next billing cycle.

An upgrade is a change to any plan with a higher monthly service cost, regardless of inclusions.

A downgrade is a change to any plan with a lower monthly service cost, regardless of inclusions.

## Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at <https://simple.swoopbroadband.com.au>.

## Acceptable Use Policy

You must comply with our Acceptable Use Policy <https://www.swoop.com.au/legal/acceptable-use-policy> and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

## Customer service

Please visit [www.swoop.com.au](http://www.swoop.com.au) if you have any questions about this offer. If you need to talk to our technical support about our services or your connection you can call us on 1300 66 55 75. Our opening hours are: Weekdays 8am-10pm, Weekends 9am-7pm (AEST/AEDT).

## Complaints or disputes

If you have a problem or complaint about your service, visit Our Support Centre <https://www.swoop.com.au/legal/complaints> where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

## Further assistance

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the **TIO Website**.

## Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

## Terms of service

This document is a summary of critical information relating to the service. Full Terms of Service apply to your use of this service and can be accessed on our website at <https://www.swoop.com.au/legal/terms-of-service>.

We may update this document and/or our plan range without notice from time to time. The latest version of this document can always be downloaded from our website [www.swoop.com.au](http://www.swoop.com.au).

## Customer service contact details

You can contact our customer service team by:

1300 66 55 75 | [support@swoopbroadband.com.au](mailto:support@swoopbroadband.com.au) | Support ticket: <https://simple.swoopbroadband.com.au>

For more information on Broadband, visit <https://www.commsalliance.com.au/BEP>.

All prices quoted include GST.