

Key Facts Sheet

Business Fibre



Important information about the nbn[®] business network speed options available with Swoop Business.

Speed How fast?				
100/100 Mbps^{1,2}	250/250 Mbps^{1,2}	500/500 Mbps^{1,2}	1000/1000 Mbps^{1,2}	
¹ This indicates the theoretical maximum speed (Mbps) of the service during off-peak periods (11pm–7pm). ² Typical download speeds during busy periods (7pm–11pm) is currently not available but this plan has a best effort contention ratio.				
Price How much? Pricing varies by zone:				
CBD	100/100 Mbps	250/250 Mbps	500/500 Mbps	1000/1000 Mbps
	\$399	\$399	\$499	\$699
Zone 1/2/3	100/100 Mbps	250/250 Mbps	500/500 Mbps	1000/1000 Mbps
	\$499	\$499	\$599	\$849
(1) Pricing shown above are monthly charges, and is ex GST. (2) Installation charges apply and vary by contract term.				
Use What can I do with it?				
	1 - 9 users at the same time	1 - 9+ users at the same time	1 - 9+ users at the same time	1 - 9+ users at the same time
	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos* 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos*
Notes				
Technical Limitations				
<ul style="list-style-type: none"> • Your nbn[®] service will not work during power failures. This service does not include a battery backup power supply for nbn[®] supplied equipment or customer equipment. During a power outage your VoIP phone will not function, including calls to emergency services. • Your speed or performance may be reduced by a range of other factors such as your router, internal wiring and wifi interference. Contact our support team on 1300 333 200 for assistance if you are experiencing slow speeds or any other issue with your service. 				
Medical Alarms / Security				
<p>Before ordering an nbn[®] service, you should determine if any medical or security alarm services currently in use are compatible with the nbn[®] network. We recommend that you contact your alarm provider to determine this compatibility and alternatives for incompatible devices. Swoop recommend that you register medical alarms by visiting the nbn[®] Medical Alarm Register.</p>				
* 2 simultaneous streams at a time.				

For further information please see the Critical Information Summary at

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