

# Key Facts Sheet

## nbn® Fixed Wireless



Important information about the Fixed Wireless plan options available with Swoop.

| Speed   How fast?   |  |
|---|--|
|  <p><b>nbn® Wireless<sup>1,2</sup></b><br/><b>25 Mbps<sup>4</sup></b></p>  |  <p><b>nbn® Wireless Plus<sup>1,3</sup></b><br/><b>73 Mbps<sup>4</sup></b></p>  |
| <p><sup>1</sup> nbn® Fixed Wireless Plus is a 'best efforts' service and is delivered without a typical evening peak guarantee. Business nbn® Wireless has a theoretical maximum speed of 25/2Mbps. Business nbn® Wireless Plus has a theoretical maximum speed of 100/20Mbps. Fixed Wireless speeds may be significantly impacted by congestion. Actual speeds to be confirmed after activation. If your service cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no cost.</p> <p><sup>2</sup> nbn® targets a minimum average download wholesale speed on a cell of 6Mbps, during the busy hours of the day (typically 7pm-11pm).</p> <p><sup>3</sup> Business nbn® Wireless Plus is expected to achieve the potential of 25Mbps at least once in a 24 hour period.</p> <p><sup>4</sup> This is the typical download speed you can expect during busy periods (7pm-11pm).</p>  |  |
| Price   How much?   |  |
| <p><b>\$69/month</b><br/>Unlimited data</p>   | <p><b>\$84/month</b><br/>Unlimited data</p>  |
| Use   What can I do with it?  |  |
|  <p><b>1 - 4 users</b><br/>at the same time</p>  |  <p><b>1 - 5 users</b><br/>at the same time</p>   |
| <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✗ HD video streaming</li> <li>✗ Large file downloads</li> <li>✗ UHD/4K videos</li> </ul>   | <ul style="list-style-type: none"> <li>✓ Emails + browsing</li> <li>✓ VoIP phone</li> <li>✓ Online gaming</li> <li>✓ HD video streaming</li> <li>✓ Large file downloads</li> <li>✓ UHD/4K videos*</li> </ul> |
| Notes   |  |
| <p><b>Technical Limitations</b></p> <ul style="list-style-type: none"> <li>• Fixed Wireless services will not work during power failures. This service does not include a battery backup power supply for Fixed Wireless equipment or customer equipment. During a power outage your VoIP phone will not function, including calls to emergency services.</li> <li>• Your speed or performance may be reduced by a range of other factors such as your router, internal house wiring, wifi interference and line of sight to the premises. Talk to us about what may be causing your slow speeds and we can suggest ways to improve the speed or performance.</li> </ul> <p><b>Medical Alarms / Security</b></p> <p>Before acquiring a Fixed Wireless service, you should find out if any medical or security alarm services you want to use are compatible with a Fixed Wireless service. If any such services are not compatible, you should check with the provider to see what alternatives are available.</p> <p>* 2 simultaneous streams at a time.</p> |  |

For further information please see the Critical Information Summary at

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

✓ Optimal performance  
✗ Slower performance

Current from 1 October 2024