













# Key Facts Sheet

## nbn<sup>®</sup> Fixed Line



Important information about the nbn<sup>®</sup> network speed options available with Swoop.

Speed   How fast?					
 <b>25/5<sup>1</sup></b> <b>25 Mbps<sup>2</sup></b>	 <b>50/20<sup>1</sup></b> <b>50 Mbps<sup>2</sup></b>	 <b>100/20<sup>1</sup></b> <b>100 Mbps<sup>2</sup></b>	 <b>100/40<sup>1</sup></b> <b>100 Mbps<sup>2</sup></b>	 <b>250/25<sup>1,3</sup></b> <b>246 Mbps<sup>2</sup></b>	 <b>1000/50<sup>1,3</sup></b> <b>930 Mbps<sup>2</sup></b>
<p><sup>1</sup> This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm–7pm).</p> <p><sup>2</sup> This is the typical download speed you can expect during busy periods (7pm–11pm).</p> <p><sup>3</sup> Not available at all premises – only available on infrastructure capable of supporting superfast speeds. Your router may limit the maximum speed you can achieve on WiFi.</p> <p>If your line 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>					
Price   How much?					
<b>\$69/month</b> Unlimited Data	<b>\$84/month</b> Unlimited Data	<b>\$94/month</b> Unlimited Data	<b>\$104/month</b> Unlimited Data	<b>\$119/month</b> Unlimited Data	<b>\$139/month</b> Unlimited Data
Use   What can I do with it?					
 <b>1 - 3 users</b> at the same time	 <b>1 - 4 users</b> at the same time	 <b>1 - 9 users</b> at the same time	 <b>1 - 9 users</b> at the same time	 <b>1 - 9+ users</b> at the same time	 <b>1 - 9+ users</b> at the same time
<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>	<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>	<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>• Your nbn<sup>®</sup> service will not work during power failures. This service does not include a battery backup power supply for nbn<sup>®</sup> supplied 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 and wifi interference. 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 an nbn<sup>®</sup> service, you should find out if any medical or security alarm services you want to use are compatible with an nbn<sup>®</sup> service. If any such services are not compatible, you should check with the provider to see what alternatives are available.</p>					

For further information please see the Critical Information Summary at

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

Current from 11 September 2024