

# Terms & Conditions

## Swoop Perks Customer Program

### Residential & Business nbn® and Fixed Wireless Discount Offers



Internet delivered *differently*

#### The Offers

1. The Swoop Residential and Business nbn® and Fixed Wireless customer referral offer gives both new residential or business customers (referee) and those who are existing Swoop customers who introduce new residential or business customers (referrer) a credit of \$15 per month off their monthly plan fee (Credit) for 6 months (Offer), subject to these Terms and Conditions. The referrer may accumulate multiple Perks offers until their bill is fully offset. The referee is eligible for either a Perks discount of \$15 off per month for 6 months or the current market offer, depending on which option provides the greater benefit. The referee is not permitted to stack offers.
2. This Offer is available from 14 December 2022 until Swoop withdraws the Offer at any time without notice by not advertising it. By applying for the Offer whether by being a referrer or referee, you agree to be bound by Swoop's Standard Form of Agreement available at <https://swoop.com.au/legal/> (SFOA) and these Terms and Conditions. Swoop may change these Terms and Conditions at any time in accordance with the SFOA.

#### Making a referral

3. To be eligible for the Offer, the referrer and referee must:
  - be at least 18 years of age with a current Australian residential address;
  - in the case of the referee be new customer of Swoop or an existing customer of Swoop who acquires a different kind of service and sign up for any of Swoop's nbn® or Fixed Wireless plans; and
  - in the case of the referrer, be an existing Swoop customer.
4. The referrer must share their unique code, which has been emailed to them or is available on their Swoop customer portal or via the Swoop sales team, with the referee who includes it in their application when signing up. The unique code must be provided at sign up to be eligible for the offer.
5. Swoop may accept or reject an application in its absolute discretion.

#### How the Offers work

6. The services and plans eligible for the Discount are Residential and Business, nbn® and Fixed wireless plans.
7. The Offer is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
8. The Offer is available to customers who meet the eligibility requirements at section 3 above.
9. Where a referee acquires a new eligible service the Credit will be applied by Swoop to both the referee and referrer's accounts at the time of the referee's signup with the Credit automatically deducted from each party's invoice each month for 6 months or until the referee cancels their service, whichever is earlier.
10. The Credit is only available while the referee remains a customer of Swoop.
11. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.
12. All prices include GST.