Swoop Pricing Schedule
Swoop nbn® & Swoop Business nbn®

Pricing below includes GST.

This schedule does not include any promotional offers, discounts, or price alterations that may occur on occasion.

Installation and Activation		
Contract Term	**Charge**	**Details**
1 month	$0.00	once-off

Relocation		
Relocation Type	**Charge**	**Details**
Standard Relocation	$0.00	once-off

Additional Installation and Relocation Charges		
Extra Charge	**Charge**	**Details**
New Development Charge[1]	$300.00	once-off
Non-standard Installation and Relocation	POA	once-off
Subsequent Installation[2]	$300.00 + Labour rate[3] and Materials[4]	once-off
Professional Installation - FTTC/HFC[5]	Labour rate[3] (min 2 hrs)	once-off[5]

Other Fees		
Fee Description	**Charge**	**Details**
Service Change Request	$0.00	per request
Incorrect Callout Fee[5]	$165.00	per event
Missed Appointment Fee[6]	$90.00	per event

Hardware & Accessories		
Description	**Charge**	**Details**
TP-Link VX230v	$180.00	once-off
Static IP Address	$5.50	per IP Address

Notes

[1] Fee charged by nbn for the first ever installation completed at a premise.

[2] Fee charged by nbn for (a) installations that are not the first installation at a premise, or (b) installation of new copper pairs at FTTN, FTTB or FTTC premises.

[3] Labour Rate means $82.50 per hour required for the relevant activity, rounded up to the next full hour.

[4] Materials means the cost of materials necessary to perform the relevant activity.

[5] Fee charged by nbn if the premise is FTTC or HFC and is classified by nbn as a "Self Installation Address", but the End-User opts to have a technician attend the premise and install nbn equipment on their behalf.

[6] Fee charged if (a) a technician attends a premise for installation but the premise is not ready for installation or (b) when a technician is dispatched for a service repair where there is no fault found within the nbn or Swoop network and/or equipment.

[7] Fee charged for (a) cancelllation of appointments with less than the 24 hour notice period required notice period, or (b) if the Appointment Representative is not present for the Appointment window.