

Critical Information Summary

Web Hosting



Information About The Service

The product is hosting for domain websites and email addresses.

Requirements and Availability

The service is available as a pre-paid service with payment options of 1 month or 12 months, dependent on the plan selected. This is not a lock-in contract and can be cancelled or changed at any time.

Installation

The user manages their own installation.

Residential Grade Service

Swoop web hosting is provided as a residential grade service, with no guarantees of uptime or accessibility. Services are hosted on a shared hosting environment and as such may be impacted by other users. We do not offer dedicated hosting solutions.

Excess Usage

If you exceed your disk storage allowance, your website will automatically display "Service Temporarily Unavailable" and your associated emails will cease to function. Once you're back within your plan limitations or you increase your plan, services will resume as normal.

Security

If your website becomes compromised, we will suspend the service.

The website will be restored on the advice of a customer if a web developer has cleaned the site, or if the customer has restored the site to a backup dated before the compromise.

We may require material evidence of resolution if the site is not secured properly, or is compromised again.

Usage Information

To obtain information on your disk storage usage, you can log into your web hosting control panel or contact us.

Setup Fee

New or returning customers are required to pay the first monthly or yearly charge up-front.

Terms of Service

This document is a summary of Critical Information relating to the service. Full Terms of Service are available on our website: <https://swoopbroadband.com.au/legal/terms-of-service>

Customer Service Contact Details

You can contact Swoop Broadband Customer Service team by:

- Calling 1300 66 55 75
- Emailing support@swoopbroadband.com.au
- Submitting a support ticket via the customer portal at <http://simple.swoopbroadband.com.au>
- Submitting a web form – <https://swoopbroadband.com.au/contact>

Dispute Resolution Process

If you are not satisfied with our customer service, please refer to our Complaint Handling Policy for more information on how to escalate your complaint.

Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at <http://www.tio.com.au/making-a-complaint>

Telecommunications Consumer Protections (TCP) Code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) Code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.

Further information can be found at the following link: https://www.commsalliance.com.au/_data/asset/s/pdf_file/0005/38363/Protecting-Our-CustomersTCP-Code-29Oct2012.pdf

Plan	Storage Allowance	Traffic Allowance	Email Addresses Included	Max. Sent Emails per Hour	Total Min. Price	Payment Term
Webmail ¹	200 MB	Unlimited	5	20	\$60.00	12 months
Entry	500 MB	Unlimited	5	25	\$12.00	1 month
Basic	2000 MB	Unlimited	10	50	\$25.00	1 month
Standard	6000 MB	Unlimited	20	100	\$35.00	1 month
Advanced	20000 MB	Unlimited	30	150	\$50.00	1 month