

Critical Information Summary

Legacy Fixed Wireless



Information About The Service

The product is a Broadband Internet Connection provided via the Swoop network. It is not a 3G/4G/5G Mobile service, but instead involves an antenna installed on the rooftop of the customer premises, cabled to a router indoors. The service includes access to our technical support service via phone, email or by submitting a support ticket via the customer portal.

Requirements and Availability

Swoop Legacy Broadband services are not available for new installations or reactivation. These plans are only available to subscribers who already have an installed service and active subscription to a Legacy Fixed Wireless service.

Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable. LoS can degrade over time due to new construction, vegetation growth or other obstructions. Swoop is not responsible for issues affecting LoS that are outside of our control.

Installation

Swoop Legacy Broadband services are not available for new installations or reactivation. This service has been superseded by Acceler8ed Broadband Fixed Wireless services. Please visit our website for Acceler8ed Broadband plans and pricing.

Minimum Term

Legacy Broadband services have no minimum term and you can cancel your service without incurring any additional fees. The Account Holder must notify us of the intended termination date of the service. Terminations cannot be backdated. Charges will apply up to the date you notify us to terminate the service.

Connection Speed

Legacy Broadband services are subject to speed degradation due to the aging infrastructure that is used to provide the services. We recommend switching to a suitable replacement service, such as Acceler8ed Broadband. No speed guarantees are available for Legacy Broadband services, but download speeds will not exceed 25Mbps and may be significantly lower. Data transfer speed is also dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions.

Need Help Selecting A Plan?

Household	1-2 Users	2+ Users
		Not recommended. Please check out replacement services such as Acceler8ed Broadband.
Typical Usage	Web browsing, emails	

Estimated Data	100—1000 GB
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Data Allowance	Speed Profile	Typical Busy Period Speed	Total Min. & Max. Price Per Month	Total Min. Price for 1 Month of Service ¹	Total Min Charge over 12 Month Contract Pe-	Unit Cost per 1GB Data
100 GB	10-25 Mbps	5 Mbps	\$60.00	\$60.00	N/A	\$0.60
500 GB	10-25 Mbps	5 Mbps	\$80.00	\$80.00	N/A	\$0.16
1000 GB	10-25 Mbps	5 Mbps	\$100.00	\$100.00	N/A	\$0.10

¹ The Total Min. Price 1 Month of Service is the cost of a service provided for just one month. Total Min. Price does not include installation costs as new installations are not available, and also excludes optional router.

Data Blocks

Additional data can optionally be purchased. Any unused data on the data reset date, including unused data blocks, will not be rolled over. Data blocks are available by calling support on 1300 66 55 75 or via the customer portal at <http://simple.swoopbroadband.com.au>. Available data blocks: 2 GB - \$5, 5 GB - \$10, 10 GB - \$15 or 25 GB - \$25.

Setup Fee

This is not applicable as Swoop Legacy Broadband services are not available for new installations or reactivation.

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Future Availability

Legacy Broadband services are provided as-is for as long as possible, but in the event of equipment failure or obstruction of Line of Sight, we may not be able to offer to repair or restore the service. If you use your connection for essential operations, you should maintain a secondary backup service or switch to a more reliable service, such as Acceler8ed Broadband (if available). We may decommission Legacy Broadband services with notice if we are unable to continue to offer them for operational reasons.

Fee For Service

A Fee for Service may be charged for any works conducted by Swoop Broadband or its third party access providers to resolve a service fault where the fault is not found to be on Swoop Broadband or its third party access provider's networks. This Fee for Service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The Fee for Service is subject to the customers' approval before proceeding. If the customer rejects the possibility of a Fee for Service, it is possible that a service fault cannot be resolved by Swoop Broadband or its third party providers.

Residential Grade Service

Swoop Broadband connections are residential grade services with no guarantee of consistent speeds or uptime. If you are seeking a Business Grade Service please call 03 5624 1199.

Priority Assistance

Priority Assistance is a service to provide the highest level response in the event of service failure. Priority Assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer Priority Assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer Priority Assistance. Telstra are a telecommunications provider who offer a Priority Assistance service.

Excess Data Usage

Both uploads and downloads contribute towards your monthly data allowance on data capped plans. You will not be charged any extra for exceeding your data allowance. Instead, your service will be slowed ("shaped") to 512Kbps in both directions for the first 500MB in excess of your limit, and 256Kbps in both directions thereafter.

Usage Information

To obtain information on your broadband data usage, or to purchase additional data blocks, visit <http://simple.swoopbroadband.com.au>

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/assets/pdf_file/0005/38363/Protecting-Our-CustomersTCP-Code-29Oct2012.pdf