

Critical Information Summary

Acceler8ed Broadband



Information About The Service

The product is a Broadband Internet Connection provided via the Swoop network. It is not a 3G/4G 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 Acceler8ed Broadband services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by service qualification check. 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 Acceler8ed broadband services require roof access to install a permanent antenna to connect to Swoop's network. Swoop will also need to be able to install a cable from the roof to your desired router location ("demarcation point") – for example, in a home office. You will need to be in attendance for the installation of Swoop equipment at your premises. Swoop Acceler8ed Broadband services require a compatible router to be configured with your service details. You are able to provide your own compatible device, or purchase a NetComm NF18ACV router from Swoop at an additional cost of \$140.

Minimum Term

Acceler8ed Broadband services are available with no minimum term and you can cancel your service without incurring any additional fees. An optional 11 month contract is also available for new services. Services cancelled within the contract period will incur an exit fee equivalent to the monthly access fee multiplied by the remaining months in the contract.

Need Help Selecting A Plan?

Household	1-2 Users	2-3 Users	2-6 Users
Typical Usage	Web browsing, emails	Web browsing emails some streaming (e.g. Netflix)	Web browsing emails lots of streaming (e.g. Netflix) lots of downloads gaming
Estimated Data	100GB	250GB	Unlimited

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 - 11 month contract	Unit Cost per 1GB Data
100GB	60/20Mbps	56 Mbps	\$50.00	\$350.00	N/A	\$.050
250GB	60/20 Mbps	56 Mbps	\$70.00	\$370.00	N/A	\$0.28
Unlimited	60/20 Mbps	56 Mbps	\$90.00	\$390.00	N/A	N/A
Unlimited	60/20 Mbps	56 Mbps	\$90.00	N/A	\$990.00	N/A

¹ The Total Min. Price 1 Month of Service that is not on an 11 month contract is the cost of a service provided for just one month; that is, any installation/equipment fees, plus the cost of the selected plan for one month, and the cost of terminating the service (if applicable). The Total Min. Price for 1 Month of Service on an 11 month contract is the monthly cost of the contract multiplied by the contract term. Total Min. Price does not include optional router, which is available for an additional \$140.

Setup Fee A new development charge of \$300.00 will apply to first time installations, or where upgrade of Legacy equipment is required for activation. New customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. Fees may be refundable if activation of the service is unsuccessful for any reason. This fee excludes a router and any applicable "Special Linkage Charges" required to connect your service. For example: non-standard installations. We no longer install new legacy equipment, nor do we allow reactivation of previously installed legacy equipment.

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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.

Connection Speed The service speed of your plan is a theoretical maximum. Swoop Broadband connections are residential grade services with no guarantee of consistent speeds. Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions.

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