

Key Facts Sheet: nbn™ Services



Important information about the nbn network speed options available with Swoop Broadband.

Speed | How fast?

 <p>nbn12¹ 10 Mbps²</p>	 <p>nbn25¹ 22 Mbps²</p>	 <p>nbn50¹ 44 Mbps²</p>	 <p>nbn100¹ 90 Mbps²</p>
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¹ This is the minimum download speed you can expect during busy periods (7pm-11pm) on nbn12 and nbn25.





² This is the typical download speed you can expect during busy periods (7pm-11pm).

Actual speeds to be confirmed after activation. If your line cannot provide the speed tier of your plan and this cannot be fixed, you can move to a lower speed plan or exit your plan at no cost (for FTTN, FTTC and FTTB services only).

Price | How much?

<p>\$55/month 100 GB Data</p>	<p>\$70/month Unlimited Data</p>	<p>\$80/month Unlimited Data</p>	<p>\$100/month Unlimited Data</p>
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Use | What can I do with it?

 <p>1 - 2 people at the same time</p>	 <p>2 - 3 people at the same time</p>	 <p>3 - 4 people at the same time</p>	 <p>5 people at the same time</p>
<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✗ Online gaming ✗ HD video streaming ✗ Large file downloads ✗ UHD/4K videos 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✗ Large file downloads ✗ UHD/4K videos 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✗ UHD/4K videos 	<ul style="list-style-type: none"> ✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos

Notes

Technical Limitations

- Your nbn service will not work during power failures. This service does not include a battery backup power supply for nbn supplied equipment or customer equipment. During a power outage your VoIP phone will not function, including calls to emergency services.
- Your speed or performance may be reduced by a range of other factors such as your router, internal house wiring and wifi interference. Talk to us about what may be causing your slow speeds and we can suggest ways to improve the speed or performance.

Medical Alarms / Security

Before acquiring an nbn service, you should find out if any medical or security alarm services you want to use are compatible with an nbn service. If any such services are not compatible, you should check with the provider to see what alternatives are available.