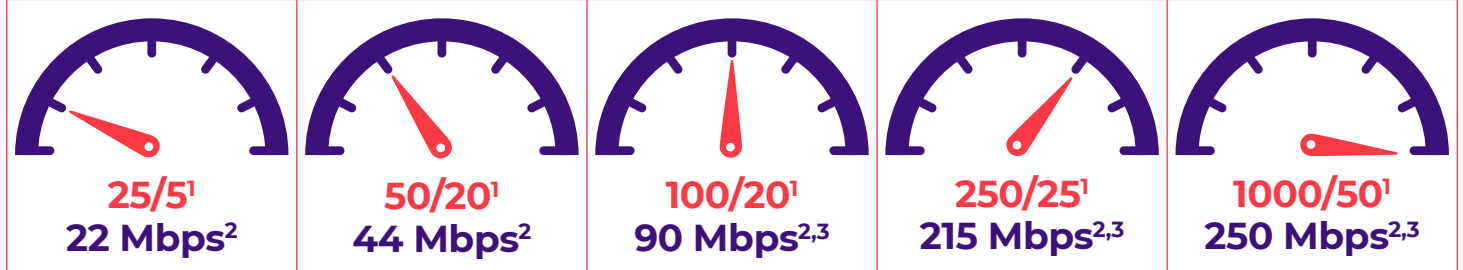


Key Facts Sheet: OptiComm Services



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

Speed | How fast?



¹ This indicates the maximum possible speed (Mbps) you can receive off-peak (11pm-7pm).

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






³ These are newly introduced services. As we collect more data on these services, we may revise the typical evening speeds.

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.

Price | How much?

\$70/month Unlimited Data	\$80/month Unlimited Data	\$100/month Unlimited Data	\$130/month Unlimited Data	\$150/month Unlimited Data
-------------------------------------	-------------------------------------	--------------------------------------	--------------------------------------	--------------------------------------

Use | What can I do with it?

 2 - 3 people at the same time	 3 - 4 people at the same time	 5 people at the same time	 6 - 9 people at the same time	 9+ people at the same time
✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✗ Large file downloads ✗ UHD/4K videos	✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✗ UHD/4K videos	✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos	✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos	✓ Emails + browsing ✓ VoIP phone ✓ Online gaming ✓ HD video streaming ✓ Large file downloads ✓ UHD/4K videos

Notes

Technical Limitations

- OptiComm services will not work during power failures. This service does not include a battery backup power supply for OptiComm 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, wifi interference and length or quality of cabling to your house. 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 OptiComm service, you should find out if any medical or security alarm services you want to use are compatible with an OptiComm service. If any such services are not compatible, you should check with the provider to see what alternatives are available.