



Cirrus Communications Pty Ltd trading as Swoop

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1300 333 200
hello@
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Critical information summary

Information About the Service

Description

The service is an Internet Service allowing the end user to access Internet sites and services around the world.

Bundling

The service can be bundled with other services that are offered to Wholesale including Fixed Wireless Ethernet & Fixed Line Ethernet.

Hardware

There is no hardware that you must buy in order to use the service. Swoop supplies equipment as part of the mandatory "installation" and that equipment remains the property of Swoop.

Minimum Term

Most Swoop services are sold on a 12-month minimum term. Swoop may offer discounts on installation costs depending on the contract term agreed to. In such a case, full details will be provided in your quotation.

Inclusions, exclusions, qualifications

Swoop's services are only available in certain areas & Data Centres. Contact Swoop to establish whether there is coverage at your Data Centre or in your area.



Information About Pricing

Minimum Monthly Charge

The minimum monthly charge is the fee outlined in your quotation.

Maximum Monthly Charge

The maximum monthly charge is the fee outlined in the Service Order (contract)

Maximum Charge – Early Termination

In the event that a service is terminated early, customers will be required to pay the balance of the fees for the contract period entered into. Thirty days written notice must be provided to cancel.

1 GB costs:

All Swoop Internet (IP Transit) include unlimited downloads.

Other Information Usage Information

You can view your Internet Link Utilisation via the customer portal using the login details provided to you.



Customer Service Details

Customer service can be obtained at 1300 333 200 or by email at support@swoop.com.au.

Complaints

Swoop's complaints handling policy can be found on its website at www.swoop.com.au/complaintshandlingpolicy. This policy outlines your process for complaining to us and how we will manage your complaint.

TIO:

Customers with complaints may also contact the Telecommunications Industry Ombudsman on 1800 062 058 or www.tio.com.au.