

Critical Information Summary:

swooperfast



1300 333 200

business@swoop.com.au

Service Description	Availability
Swooperfast Internet is a Fixed Wireless, symmetrical access, service with a speed of 500Mbps, providing Unlimited internet access to Business customers.	Swooperfast internet is available only on the Swoop Fixed Wireless network footprint across Australia.
Equipment Required	Term
Swoop will install an Antenna, Cabling and Network Terminating Unit (NTU) at your premises. You will need to supply your own Router and Firewall when connecting to the internet.	The service is available on following terms: <ul style="list-style-type: none">• 36 months; and• 48 months

Information about Pricing

The following table outlines all applicable charges related to a Swooperfast internet service:

Setup Charge (one-off)	Term (months)	Minimum Monthly Charge	GST	Minimum Charge (inc GST)
\$950	36	\$599	\$60	\$24,670
\$2,500	36	\$499	\$50	\$22,260
\$2,500	48	\$449	\$45	\$26,207

Monthly Data Allowance	Portal
This is an Unlimited internet service so there are no data caps implemented when using this service. Note that Swoop's Acceptable Use Policy applies at all times.	You can track your monthly usage via the Swoop portal and based on the login details provided to you during service activation.
Early Termination Fees	Billing
Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract term. ETF is the monthly access fee/s x months remaining in your agreement. For full Terms & Conditions, the Swoop Standard Form of Agreement (SFOA) can be found on our website at http://swoop.com.au .	We will bill you in advance for the minimum monthly charge. Your first bill will include charges for part of the month from when the service was activated by Swoop, as well as the minimum monthly charge in advance for the next billing cycle. Billing is via email only.
Customer Service	Complaints
We are here to help, so if you have any questions, just call us on 1300 333 200 so we can serve you better. Or you can visit us at http://swoop.com.au for additional information.	If you have any concerns or complaints, you can access our complaint resolution process. Details are available on our website at http://commschoice.com/policies and by clicking on 'Complaints Policy' link. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://tio.com.au . This is a summary only – the full legal terms for your service are contained in your agreement with Swoop which can be found on our website at http://swoop.com.au .