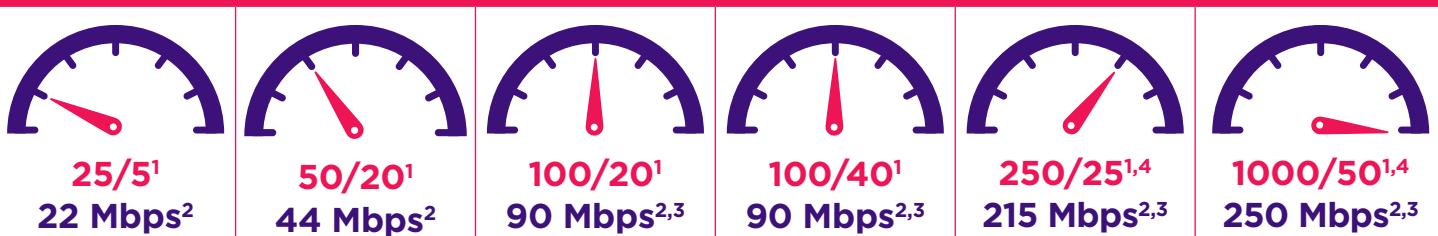


# Key facts sheet: nbn™ services (fixed line)



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

## Speed | How fast?



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

<sup>2</sup> This is the typical download speed you can expect during busy periods (7pm–11pm).

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

<sup>4</sup> Not available at all premises – only available on infrastructure capable of supporting superfast speeds. Your router may limit the maximum speed you can achieve on WiFi.

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?

<b>\$69/month</b> Unlimited Data	<b>\$79/month</b> Unlimited Data	<b>\$99/month</b> Unlimited Data	<b>\$109/month</b> Unlimited Data	<b>\$129/month</b> Unlimited Data	<b>\$149/month</b> Unlimited Data
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## Use | What can I do with it?

<b>1 - 3 users</b> at the same time	<b>1 - 4 users</b> at the same time	<b>1 - 9 users</b> at the same time	<b>1 - 9 users</b> at the same time	<b>1 - 9+ users</b> at the same time	<b>1 - 9+ users</b> at the same time
✓ Emails + browsing	✓ Emails + browsing				
✓ VoIP phone	✓ VoIP phone				
✓ Online gaming	✓ Online gaming				
✓ HD video streaming	✓ HD video streaming				
✓ Large file downloads	✓ Large file downloads				
✗ UHD/4K videos	✗ UHD/4K videos	✓ UHD/4K videos	✓ UHD/4K videos	✓ UHD/4K videos	✓ 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.
- Fixed wireless services may be subject to performance limitations due to the distance or line of sight to the tower or other factors that cannot be fixed. In some circumstances, these impacts may be so great that typical plan speed information would not be an accurate representation of the speeds that could be expected on the service at any time of the day. Services experiencing high latency may have issues with VoIP services and gaming.

### 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.