

RESIDENTIAL NBN CRITICAL INFORMATION SUMMARY

Product Information – The nbn® network is a high-performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. This service is only available within an nbn® Fixed Line service area. Unless your premises is already connected, you will need to be connected to the nbn® network. The service comes with Unlimited data and access to our technical support service via phone, email. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

Minimum Requirement – nbn® fixed line services are available to addresses that have been confirmed as ready for service by nbn co, and which are designated as in nbn® fixed line service delivery areas. The technologies that are used to deliver these services are: FTTN, FTTP, FTTC, FTTB, HFC.

Hardware – A router is required but not supplied by us unless you advise us to provide and purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

Installation – Your address will need to have been made ready for activation by nbn co, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Setup fee – nbn® fixed line services have \$0 activation (New Development Fee may apply). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. If activation of the service is unsuccessful for any reason, upfront charges may be refundable after you return the provided modem/router. \$0 activation excludes any applicable “Special Linkage Charges” required to connect your service. For example: Lead-in cabling, in-building cabling, non-standard installations, nbn® new development fee.

Pricing & Promotions – All mentioned plans are Inc.GST which will not reflect any promotion or discounts.

nbn co new development fee – This is a \$399 fee charged by nbn® for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

Contract Terms – Month to Month, 24 Months & 36 Months contracts available. Please refer to the original signed contract for the contract length.

Pricing & Promotions – All mentioned plans are Inc.GST which will not reflect any promotion or discounts.

Early Termination Fees – If you cancel the services or disconnect within the minimum contract term, ETF (Early termination fees) will apply and will be calculated as your minimum monthly access fees x remaining month of contract. Once you cancel the service any discount or promo offer will be gone by means you need to pay cancellation fees according to the original plan.

Billing – Square one telecom always bills you month in payment advance for the minimum monthly charges. First bill includes part of the month since services got active till the end of the billing period, also we will charge you for minimum monthly charge in advance for the next billing cycle. Direct debit is our preferred method, and you can set it up at the POS or sending an e mail or via phone. Paperless billing and electronics payments are free. Your bill will be email to your nominated e mail address. Paper bill is available as option for a monthly free \$2.95 to make a request for paper billing please contact us. If you don't pay your bill by due date \$15 late payments fees applies.

Fair go Policy – You must not use the services in an unacceptable, unreasonable, or fraudulent manner or to generate mobile terminating access or SMS messaging terminating access payments or causes congestion to the network. We may take an action if you breach above fair go policy including suspension and cancelling your services. You must use the services with integrity and honestly.

Bronze	Silver	Gold	Platinum
\$69	\$85	\$110	\$130
25-May	50/20	100/20	250/20
Data - Unlimited	Data - Unlimited	Data - Unlimited	Data - Unlimited
Static IP	Static IP	Static IP	Static IP
Modem - Included	Modem - Included	Modem - Included	Modem - Included
Minimum Cost - \$2484.00/36Months	Minimum Cost - \$3060.00/36 Months	Minimum Cost - \$3960.00/36 Months	Minimum Cost - \$4680.00/36 Months

eat service with honesty and integrity. We will do our best to resolve the issue but still if you wish to contact Telecommunication Ombudsman Industry you can contact them on 1800062058 OR submit an online inquiry at www.tio.com.au

Other Information –

- Our services are a residential grade service and do not include business priority support and service. If you require a business grade service.
- Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Or you can contact technical support team via phone, email.
- A fee for service may be charged for any works conducted by us or third-party access providers to resolve a service fault where the fault is not found to be on our or our third-party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by us or third-party providers.
- Priority Assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilize our service. If Priority Assistance is required, you should apply through a provider who can offer this service such as Telstra.
- You can request a plan change anytime to a higher value plan; downgrade is not allowed if you have signed a contract. Please refer to original contract for contract length.
- We quote two speeds for our services: Theoretical Maximum Speed and Typical Evening Speed. Theoretical Maximum Speed is the highest speed the service could theoretically achieve in ideal conditions.

- Typical Evening Speed, also called Typical Peak Speed is the typical speed achieved by customers subscribed to this service at peak times (7pm 11pm Mon-Fri).

- These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including your hardware and software configuration, type and source of content being accessed (e.g., P2P games, website, download sources), number of other users on the network and performance of third-party interconnecting infrastructure that are not operated by Swoop. Speeds may be slower when devices are connected by Wi-Fi.