

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

**Description of home phone service:** This is a fixed line service.

**Description of home broadband service:** This is a fixed line broadband Internet service.

**Bundling:** Our Swift Living Home Plans are unbundled but can be bundled together. Our sales team members will work to tailor a package around your needs, and may suggest usage packs and home equipment. If so we will provide details at that time.

**Hardware:** You need a compatible handset for the Home Phone service and a compatible modem for the Broadband service.

**Minimum term:** One month. This is a month to month contract.

**Inclusions, exclusions, qualifications:** These are detailed in your plan pricing.

**Fair use:** Our services are provided within a usage policy designed to ensure all customers enjoy a great experience. Unreasonable use of “Unlimited” or “Free” offers is currently 4000 minutes.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge

Plan Names	Small	Medium	Large	Ultimate
Home Phone plans	\$19.00	\$29.00	\$39.00	\$49.00
Home Broadband plans	\$20.00	\$35.00	\$55.00	N/A

**Maximum monthly charge:** Maximum charge depends on usage and/or excess usage. An Administration Fees of \$50 applies for changes such as transfers of accounts or services to new users, service relocation, suspension reconnection and cancellation.

**Early termination charges:** None: These are month to month plans

**Excess data:** If you exceed your data allowance in any month your service speed will be limited to 256kbps. A service team member may get in touch with you to advise of potential plan change options.

**Plan changes:** You can change to any current plans on your next bill run date for an \$11 plan change fee

**Billing:** We bill monthly in advance. Your first bill will include a part month plan fee for the month you

connected plus your next month’s plan fee in advance. Bills are due 17 days from invoicing. Paper invoices are available.

**Payments:** Can be made by direct debit, online by credit card, B-Pay and over the phone. Payment processing fees may apply, on charged from your financial provider to your account. Any late payments will occur an \$11 late payment fee.

**Installation fees:** A sales team member will communicate what fees will apply for your home connection Home Broadband requires an active phone line.

**Equipment Fee:** A modem fee of \$79 applies (\$59 when part of home connection)

## CONNECTION & INSTALLATION FEES

Connection & Installation Fees		
Technician Call Out	If a technician is required to visit your home, the following fee will apply	\$125
Phone Activation Fee	The physical line exists, and a number will be assigned to your home	\$50
Broadband Activation Fee	The physical line exists, and a technician will connect your home assigned to your home	\$50
Additional Connections	If work above and beyond standard connection is required, a fee may apply to meet your home connection requirements.	Please contact Swift Networks on 1300 650 679 for a quote

For further details on Installation Fees see our Application Form and Customer Agreement (available on our website).

## OTHER INFORMATION

**Usage information:** You can track your usage by calling 1300 650 679.

**Customer service details:** For Sales, Support & Billing please call 1300 650 679, 9am - 5pm Monday to Friday, email us at: [support@swiftnetworks.com.au](mailto:support@swiftnetworks.com.au)

or mail us at: Swift Networks  
1 Watts Place  
Bentley WA 6102

**Complaints:** If you are unhappy with our service please lodge a complaint to our helpdesk on 1300 650 679. If we can't resolve your complaint you may

contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to [tio.com.au](http://tio.com.au).

**All other usage:** For more details on other usage, including international call rates go to <http://www.swiftnetworks.com.au/swift-living-home-phone-plans/>

**Network:** Your service will be connected to the Telstra's Basic Telephone Service.

**Availability:** Our services are available to credit approved customers.