

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

Description of home phone service: This is a fixed line service. Our service operates via Optus.

Description of home broadband service: This is a fixed line broadband Internet service. Our service operates via Optus or AAPT.

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 which can be found at <http://www.swiftnetworks.com.au/swift-living-home-phone-plans/>.

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
Bundle Packages	\$37.50	\$59.00	\$79.00	\$89.00

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.

Invoices are delivered via email unless otherwise requested. Paper invoices are available upon request for a fee of \$2.20.

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 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

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.