

Critical Information Summary

goyderCONNECT Plan Range

goyderCONNECT 

POWERED BY 

Information about the service

The product is a broadband internet connection provided by goyderCONNECT via the Swoop fixed wireless network. It is not a 3G/4G/5G Mobile service, but instead involves an antenna installed on the rooftop of the customer premises, cabled to a router indoors. The service includes access to our technical support service via phone or email.

Requirements and availability

goyderCONNECT fixed wireless services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by remote service qualification check. Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable. LoS can degrade over time due to new construction, vegetation growth or other obstructions. goyderCONNECT is not responsible for issues affecting LoS that are outside of our control.

Bundling

goyderCONNECT Fixed Wireless services are not required to be bundled with any other service or product.

Need help selecting a plan?		
Household	1 - 2 users	1 - 3 users
Typical usage	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads, VoIP
Recommended speed tier	15/2 Mbps	30/5 Mbps

Installation

goyderCONNECT fixed wireless services require roof access to install a permanent antenna to connect to goyderCONNECT's network. goyderCONNECT will also need to be able to install a cable from the roof to your desired router location ("demarcation point") - for example, in a home office. You will need to be in attendance for the installation of goyderCONNECT equipment at your premises. goyderCONNECT fixed wireless services require a compatible router to be configured with your service details. A router will be supplied to you with your installation.

Minimum term

The Minimum term will depend on the option you select at the time of signup. We offer the following options:

- 12 Months minimum term

Early Termination Fee

An Early Termination Fee of \$450 will apply if the service is terminated within the agreed contract period.

Setup fee

Standard installation fees:

- Location Class A - \$299
- Location Class B - \$399
- Location Class C - \$499

If a complex installation is required, e.g. we need to install a larger than normal antenna, roof mast or additional data outlets etc., this work will be charged on top of the above setup fees. A total install price will be confirmed and agreed to prior to the installation taking place. All plans also include a WiFi router for your premises at no additional charge.

Data Allowance	Speed Tier	Monthly Charge	Total Minimum Cost - Location Class A	Total Minimum Cost - Location Class B	Total Minimum Cost - Location Class C	Unit cost per 1GB data
30 GB	15/2Mbps	40	779	879	979	1.33
30 GB	30/5Mbps	49	887	987	1087	1.63
50 GB	15/2Mbps	49	887	987	1087	0.98
50 GB	30/5Mbps	59	1007	1107	1207	1.18
100 GB	15/2Mbps	59	1007	1107	1207	0.59
100 GB	30/5Mbps	69	1127	1227	1327	0.69
300 GB	15/2Mbps	69	1127	1227	1327	0.23
300 GB	30/5Mbps	79	1247	1347	1447	0.26
500 GB	15/2Mbps	79	1247	1347	1447	0.16
500 GB	30/5Mbps	89	1367	1467	1567	0.18

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Data Allowance	Speed Tier	Monthly Charge	Total Minimum Cost – Location Class A	Total Minimum Cost – Location Class B	Total Minimum Cost – Location Class C	Unit cost per 1GB data
800 GB	15/2Mbps	89	1367	1467	1567	0.11
800 GB	30/5Mbps	99	1487	1587	1687	0.12
1000 GB	15/2Mbps	99	1487	1587	1687	0.1
1000 GB	30/5Mbps	109	1607	1707	1807	0.11
1500 GB	15/2Mbps	109	1607	1707	1807	0.07
1500 GB	30/5Mbps	119	1727	1827	1927	0.08
Unlimited*	15/2Mbps	79	1247	1347	1447	0.2
Unlimited*	30/5Mbps	89	1367	1467	1567	0.22

*Unlimited Data Plans with Unlimited Data provide full speed service for the first 400GB of monthly data transfer and then speeds are capped at 10/1Mbps, which is still enough to stream a single Netflix HD Video Stream and general internet browsing. If you're unsure this plan is suitable for your needs, please contact us to discuss your options.

FAQ

Before installation is to occur we must obtain signed consent from the property owner.

A standard 240v power outlet will be required near your goyderCONNECT NTU (Network Termination Unit). If this is not available we can organise this for you at an additional cost.

Billing period will start from the day of service commission and continue on a monthly rotation until the service is cancelled.

Your first invoice is issued on the day of the install and includes your installation and first months service in advance plus any extras ordered as part of your service. This invoice is due and payable immediately upon issue. Ongoing invoices are issued automatically on your anniversary date and are due and payable 7 days from issue date. The only method of payment we accept is debit card or credit card via our automated system. If your payment fails three times your service will be suspended and a \$10 administration fee will be charged to reinstate the service once your account has been brought back into terms.

Plan Changes

You are free to change up or down plans at any time throughout your contract.

How large is the antenna on my roof going to be?

The antennas used to service your premises can range from 30cm to 60cm in diameter. The general installation size is 40cm. We will always mount the antenna in an as hidden location as possible.

What happens if I exceed my downloads?

If you exceed your plan limits your service will be shaped to 512/512kbps. If you would like to upgrade your plan please contact us. Uploads AND downloads are counted as part of your usage.

Is a phone line required?

No - you do not need a phone line to use our service.

Do you provide a static IP?

Yes - A static IP is supplied as part of each connection.

Metadata Retention

As Cirrus Communications Pty Ltd trading as Swoop is a licensed communications carrier they are required to keep certain data retaining to your Internet connection. This has been enforced by the Federal Government. If you would like further information please refer to: <https://www.homeaffairs.gov.au/about-us/our-portfolios/national-security/lawful-access-telecommunications/data-retention>

Complaints

If you are unhappy with the service you are receiving please contact us immediately on 1300 789 355 or e-mail complaints@goyderconnect.com.au. If you are not satisfied with the response you have received or your service has not improved please feel free to contact the TIO (Telecommunications Industry Ombudsman) on 1800 062 058.

Broadband Education

The Communications Alliance Broadband Education Package provides more information about broadband technologies and the factors that can affect the performance of your broadband service, and can be found at <https://www.commsalliance.com.au/BEP>

Telecommunications Consumer Protections (TCP) code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.