

SkyMesh Satellite – Top 20 Frequently Asked Questions

1 Does SkyMesh have Satellite coverage in my area?

SkyMesh uses the IPSTAR satellite which covers 100% of the Australian population. Some satellites are low on the horizon and distant hills can cause problems, however the IPSTAR satellite is at a high angle in the sky, so unless your home is in a deep valley or there are tall trees very close to your roof, you can be connected.

2 What's the lowest priced service SkyMesh offers?

Our SAT-15 Plan is a 512/128 kbps service with 500 MB of monthly data plus 1 GB Bonus Data for use between 11:00 pm and 1:00 pm. It's normally just \$19.95 per month however for a limited time for new customer installations all Plans are half price for the first six months.

3 How much does it cost to connect and setup?

Installation and setup of your SkyMesh Australian Broadband Guarantee subsidised Satellite Service is FREE. If your installation is complex or unusual, we may need to request a higher cost subsidy from Australian Broadband Guarantee, however there will still be no charge to you for the installation and setup of your service.

4 Can I connect more than one computer to the service?

Yes, you can, however you'll need additional computer hardware. Our Installer will connect one computer only, and ask you to confirm that your service is working correctly, then you can connect other computers. You should read our "Sharing Your SkyMesh Satellite Service" guide before you buy any additional computer hardware.

5 Do I have to pay anything up front?

No, the day after your service is successfully installed, we'll email your first Tax Invoice to you and immediately process your payment for your first month of service. If you have chosen to pay by credit card, we'll attempt to charge your credit card when your Tax Invoice is issued. Direct Debits are processed a few working days later depending on your financial institution.

6 What if you're not able to connect me?

IPSTAR's coverage is so good that it's very unusual for our Installers not to be able to connect a customer. If our installers can't get clear line of sight to the IPSTAR satellite, they will check for line of sight to other satellites and we will suggest other providers who may be able to connect you. If you're keen to be connected, you'll be connected.

7 How reliable will the SkyMesh Satellite Service be?

SkyMesh has given the Australian Government an undertaking that our Australian Broadband Guarantee services will have a 99% availability, averaged over a quarterly period, excluding scheduled maintenance which may be carried out between the hours of midnight and 6:00 am. We always strive to do better than that.

8 How do I get support if I have a problem?

You can call the SkyMesh help desk between 8:00 am and 8:00 pm Monday to Friday and between 8:00 am and 5:00 pm weekends and public holidays (AEST). You can also email your request to support@skymesh.com.au or fax your request to 1300 859 637.

9 Is the SkyMesh Satellite service affected by bad weather?

Unlike older satellite technologies, IPSTAR's performance is not significantly affected by bad weather conditions. We install the correct size dish for your location, then IPSTAR's modulation and coding technologies dynamically adjust to maintain a link availability rate of up to 99.6% during sudden changes in weather conditions.

10 How quickly can my service be installed?

We'll have you connected within 21 days of receiving your completed SkyMesh Application Form and Australian Broadband Guarantee Declaration Form. We average around 14 days Australia-wide.

11 What happens after I send in my application?

After we receive your completed SkyMesh Application Form and Australian Broadband Guarantee Customer Declaration, our installers will send you a proposed installation date via SMS or email. If you don't have email or a mobile, they will contact you by phone.

12 How can I be sure I'm getting the data speed I've chosen?

You can test the speed of your service by running the SkyMesh speed test at <http://speedtest.skymesh.com.au>. You should experience at least 60% of the peak speed at least 85% of the time between the hours of 7.00 am and 11.00 pm. Data used by the SkyMesh speed test doesn't count towards your monthly data usage.

13 How can I tell if I'm getting close to my data allowance?

Simply go to www.skymesh.com.au and click "My SkyMesh" and login. You could also go direct to my.skymesh.com.au. Click the Usage tab for details of your data usage. It's a good idea to check your data usage regularly, and remember that your uploads as well as your downloads count towards your monthly data allowance.

14 When does my data usage reset?

Your monthly data usage resets on your Billing Day, which is the day you pay for your service. It's usually the day of the month after the day your service was installed. Your Tax Invoice shows your Billing Period, and your Billing Day is the first day of your Billing Period.

15 Am I eligible for a SkyMesh Subsidised Satellite Service?

If you're an "Eligible Customer" at an "Eligible Premises" and you don't currently have access to a "Metro-comparable" broadband Internet service and you haven't previously received a subsidised service, then you are most likely eligible for a subsidised service under the Australian Government's Australian Broadband Guarantee.

16 How do I know if I'm an "Eligible Customer"?

An Eligible Customer is a Residential Customer or a Small Business with 20 or fewer full time employees at the time of application, or an Indigenous Community Council where no employee limit applies.

17 How can I tell if mine is an "Eligible Premises"?

For a Residential Customer, an "Eligible Premises" is any premises that's not currently connected to a broadband service and is, or is intended to be, the sole or principal place of residence for at least 12 consecutive months of the year, or a Small Business premises, or the premises of an Indigenous Community Council. It can be a boat or a caravan but it needs to be permanently located at a particular location. Military or civilian barracks and vacant land aren't eligible.

18 What's a "Metro-comparable" Broadband Internet Service?

A "Metro-comparable" service is a broadband service with access to the Internet at a speed of at least 512/128 kbps and 3 GB per month usage allowance at a price over three years of no more than \$2,500 including GST, equipment, installation, connection, account establishment, and ongoing provision of the service.

19 What if I'm in a Telstra Next G™ coverage area?

You may still be eligible for an ABG subsidy if you live beyond Telstra's Next G™ handheld mobile coverage area, or in a black-spot.

20 Do I need to register for an ABG Subsidy?

With your permission, we will register your details on the Australian Government's Broadband Service Locator (BSL) at <http://bcoms.dbcde.gov.au/BSL>. You'll receive a package listing any Metro-comparable services likely to be available in your area. If there are no services available at your address, you'll be given a ABG Customer ID number and a pre-populated ABG Customer Declaration which you sign and send back to SkyMesh. 100701