

SkyMesh Wireless Top 20 Frequently Asked Questions (FAQs)

1 I've been told I can't get broadband, how can I get SkyMesh?

You've probably been told you can't get ADSL broadband. ADSL is broadband that's delivered over a telephone line, and it has a limit of around 4 Kms from the local telephone exchange. SkyMesh is a wireless network that uses radio waves, and we can reach around 20 Kms from our base stations and repeater sites with direct line of sight. SkyMesh doesn't use your phone line; you don't even have to have a phone to access the SkyMesh wireless service.

2 My TV reception is poor, will I be able to get SkyMesh?

Although our Installers mount the SkyMesh wireless device on your roof like a TV antenna, our wireless network doesn't rely on TV reception. We'll check the signal strength at your location prior to installing the equipment to make sure it will work.

3 I have "bad copper" in my street, is that a problem?

SkyMesh is a wireless network that doesn't rely on copper wire or traditional phone lines. If you've been told you can't get broadband because of "bad copper", then SkyMesh is exactly what you need.

4 Will the wireless signals travel through bushes and trees?

SkyMesh uses radio frequencies that are good at penetrating foliage, however dense bush and large trees can block the radio signals.

5 Will the service work in bad weather?

Yes, the SkyMesh wireless network is unaffected by bad weather.

6 Is SkyMesh Wireless a satellite service?

Wireless and satellite are very different services. SkyMesh offers satellite services where we don't have wireless coverage, however SkyMesh wireless has faster response times or "lower latency" than satellite, and offers larger data allowances and more speed than satellite for a similar monthly cost.

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

Yes, you can connect as many computers as you like in your home or office, however you'll need a Broadband Router with sufficient ports to share the connection. Broadband Routers have come down significantly in cost over the last few years and they start at around \$65 for a good model. You can also use home wireless networks to share your SkyMesh connection, however we recommend you get professional advice regarding home wireless network security.

8 What's the lowest priced service you can provide?

The lowest priced Wireless service SkyMesh offers is a 256/64 kbps service. It comes with 500 MB of monthly download allowance and 500 MB of monthly upload allowance, and is just \$30 per month.

9 How much does it cost to apply for SkyMesh Wireless?

It costs nothing to apply for a SkyMesh wireless service. We carry out a Precise Coverage Check to see if you're in our coverage area and if we think there's a good chance of connecting you, we'll send an installer to carry out an On Site Signal Check, which costs \$85, payable in advance. It's not refundable if we can't connect you, but it's credited to your account for a successful installation.

10 What happens if you're not able to connect me?

If we can't connect you with our Wireless service, and you can't get broadband from another provider, you're probably eligible for an Australian Broadband Guarantee subsidised SkyMesh satellite service. We can check that for you, just ask. SkyMesh Satellite is available Australia-wide and if your roof can see the sky, you're almost certainly able to get a SkyMesh Satellite service.

11 How reliable will my SkyMesh wireless service be?

We give our customers an undertaking that our SkyMesh wireless 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.

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

You can call SkyMesh Support between 8:00 am and 8:00 pm EST Monday to Friday and between 10:00 am and 4:00 pm weekends and public holidays. You can also email your support request to support@skymesh.net.au or fax your request to (07) 3036 5755. We provide a three business hour maximum response time.

13 Will the service work if there's a power failure?

SkyMesh base stations all have auxiliary power so the network will continue to run as normal in the event of a power failure. If you want to work at home during a power failure, you should buy a small uninterruptible power supply to power your PC and our equipment.

14 If the service fails, how long before it's back on the air?

Our service level agreement for SkyMesh wireless is a maximum of 48 hours to repair an individual service, however our average repair time is usually much shorter than that. If a base station fails and it affects multiple subscribers, the repair time is usually much quicker.

15 Just how secure are wireless networks?

While home wireless networks have a reputation for poor security, SkyMesh is a carrier-grade wireless network that can't be "hacked". For the technical minded, we don't use 2.4 GHz WiFi, so ordinary wireless network cards can't pick up our signals. In addition, we use data encryption and other security features. SkyMesh is very secure.

16 Does the equipment have a built-in firewall?

The SkyMesh wireless network is secure, however we recommend you install your own software firewall on each PC, especially if you use a home wireless network to share the service. Windows XP and Vista come with software firewalls as standard, and most broadband routers on the market have good hardware firewalls.

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

You can test the speed of your service at any time by running the SkyMesh speed test or the Australian Broadband Guarantee speed test. Links to both those testing sites are at www.skymesh.net.au. SkyMesh wireless users should experience at least 60% of the peak speed at least 75% of the time between the hours of 7.00 am and 11.00 pm. SkyMesh services are subject to random monthly checks to ensure the services we provide are of the highest standard.

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

You can go to the SkyMesh Web site, log in and see exactly how much of your data allowance you have used to date, both downloads and uploads. We recommend you check your data usage regularly.

19 I don't "download", do I need a large data allowance?

When you browse the Internet, the keystrokes and mouse clicks you send to the site are "upload", and the Web pages the site sends you are "download". VoIP and emails also add to your data allowance. If you don't download music or videos you probably don't need a large monthly allowance, but browsing still creates download traffic.

20 Why does the Application Form ask my date of birth?

For Privacy reasons, we need to verify your identity before giving out any account information or complying with requests to vary your service. To confirm your identity, we may ask you your date of birth.

SkyMesh Wireless Frequently Asked Questions (FAQs)

About SkyMesh

Who is SkyMesh?

SkyMesh is an Australian-owned wireless and satellite broadband Internet provider. We are licensed as a telecommunications carrier by the Australian Communications and Media Authority.

What does SkyMesh do?

SkyMesh is a leading provider of wireless and satellite broadband Internet services in Australia, specifically in those areas that have not been able to access traditional ADSL or cable broadband services.

How long has SkyMesh been in business?

SkyMesh's parent company started operations in 1999. SkyMesh is the licensed telecommunications arm of the company and in 2005 was accredited under the HiBIS program, and later the Broadband Connect program, and now the Australian Broadband Guarantee.

About Wireless Technology

How do the signals get to me?

SkyMesh's Wireless Broadband Internet uses radio waves that are broadcast just like radio and TV, except that it's two-way. The small wireless device that SkyMesh contractors will install at your home or office allows you to send and receive information over the Internet.

Am I in SkyMesh's wireless coverage area?

Our wireless coverage is at <http://www.skymesh.net.au/coverage/> and is confined to South East Queensland only. If you're not in our wireless coverage area, we're sure to reach you with a satellite service – we offer SkyMesh Satellite services Australia-wide.

What equipment will be installed at my home?

SkyMesh's contractors will mount a small wireless device on the roof of your home (or office) facing our nearest base station. In most cases it will be mounted on a new antenna mast, or on an external wall of your home or office. A new outlet will be installed, neatly and professionally, inside your home in a convenient location.

Will SkyMesh's wireless equipment cause interference?

Under the ACMA's rules, our equipment is designed not to cause interference. Installed correctly, it won't interfere with your radio or TV reception, or with your mobile or cordless phones. You can even operate a home wireless network without any interference concerns.

Is Wireless Broadband safe?

Yes, very safe. SkyMesh's equipment operates at a very low power range, typically a fraction of the power of a mobile phone tower, and as the equipment is mounted on your roof, it's not even close to you.

Are your base stations ugly?

No, our base stations are quite small and are located high on existing communications towers, so you won't know they are there. They have a range of around 20 Kms with clear line of sight.

Is Wireless the same as Satellite ?

No, they are very different services. They both use radio waves that travel at the speed of light, however with satellite the signal has to travel from your satellite dish up to the satellite and down to the ground station then return to connect you to the Internet. That round trip distance is around 143,200 Kms, and that's a lot further than signals have to travel on a wireless network. That's the reason satellite services have a noticeable lag or latency. If you are fortunate enough to have a choice, a wireless service is preferable.

Becoming a SkyMesh Member

How do I join SkyMesh?

When you receive our Information Pack, please read our Customer Agreement carefully and choose one of SkyMesh's Plans. Then complete the Application Form and send it back to us by fax to (07) 3036 5755 or post to SkyMesh Pty Ltd, Reply Paid 83039, FORTITUDE VALLEY BC QLD 4006. No postage stamp is required.

How much will it cost me to join?

The cost of installation is \$99 if you're eligible for an Australian Broadband Guarantee subsidised service, otherwise it's \$240. You can pay the \$240 interest free in equal instalments over the term of your 12 or 24 Month Agreement. Our wireless Plans start at \$30 per month for a 256/64 kbps service with monthly data allowance of 500 MB download and 500 MB upload. You'll find full details of our Plans and pricing on our Application Form and also on our Web site.

What is the Australian Broadband Guarantee?

The Australian Broadband Guarantee is the Australian Government program similar to the HiBIS and Broadband Connect programs. The Department of Communications, Information Technology and the Arts (DCITA) pays us a subsidy for each eligible premises that we provide with a wireless or satellite broadband Internet connection.

Am I eligible for an Australian Broadband Guarantee subsidy?

You can find out if you're eligible for a subsidised service by reading through the information on our Application Forms or on the Australian Government's Web site at <http://bcoms.dcita.gov.au/BSL>. You can also ask SkyMesh to check your eligibility and explain the process.

What if you can't connect me with a SkyMesh wireless service?

If we can't connect you with a subsidised or non-subsidised wireless service, and no other provider can connect you with an ADSL, cable or wireless service, you're almost certain to be eligible for a subsidised satellite service. We can help you apply for your subsidy.

Do I have to pay before I'm connected?

If we think there's a good chance of connecting you, we'll send an installer to carry out an On Site Signal Check. That service costs \$85, payable in advance. It's not refundable if we can't connect you, but it's credited to your account for a successful installation. If you're eligible for a subsidised service, there is nothing to pay up front, only the installation charge when you're connected.

What's the SkyMesh "Bring a Friend" program?

Our "Bring a Friend" program is our way of thanking you for introducing a friend to SkyMesh. If a new member joins SkyMesh and they nominate you as their friend who introduced them, you'll receive a \$50 credit on your account. The credit will come through in the month they are first billed for their service.

What if I introduce 100 friends to SkyMesh?

We would credit your account with 100 x \$50. So spread the word, but make sure you let us know that you have recommended them in advance of them contacting us or you will miss out. They can only nominate one person to get the \$50 credit, and we don't pay cash, we only credit the \$50 to a member's account.

How long before I'm connected?

New wireless connections usually take around seven days from the time we receive your completed Application Form. Australian Broadband Guarantee subsidised customers need to get Government approval first, and that can take a few weeks.

SkyMesh Wireless Frequently Asked Questions (FAQs)

The Equipment

Who owns the equipment?

You don't pay for the equipment we install at your home or office, so it remains the property of SkyMesh. This includes the external wireless equipment we mount on the roof of your premises and the internal equipment, including the small adaptor inside your premises.

What happens to the equipment if I sell my house?

Having a broadband connection at your home will be a benefit to the new buyer, and we recommend you advise them of this when you're selling your home. They may choose to have the service transferred into their name, just as they would the electricity service. If they do this, we would leave the equipment in place for them.

Will I have to pay out my contract if I move address?

If you move to another location within SkyMesh's coverage area, we can move the equipment to that location for the usual installation fee, currently \$99 with a subsidy, or \$240 without a subsidy, and your contract will continue. If you move outside our coverage area and the new owner / tenant doesn't take over the service, you can change to the lowest priced plan and pay out the remainder of the contract or continue paying the monthly amounts.

What if I'm renting?

You should check with your landlord and obtain permission to mount the equipment on their property, explaining that a new outlet would be professionally installed on the wall and wiring run between the outlet and the roof. They would usually welcome your investment in their premises as the availability of a broadband Internet service will enhance the value of the property for future rentals.

What happens to the equipment at the end of the Agreement?

If you choose not to continue with the service at the end of the Agreement term, we will have a professional installer remove all our equipment. The wall outlet and the mast that the equipment is mounted on will be left in place. The wiring will also be left in place, and tidied up on the roof. This makes it quick and easy to install the service again at the premises if required for a future occupant.

Is your equipment covered under warranty?

Yes, the equipment is covered under warranty for the period of your Agreement, and as it's fixed to the outside of your home, it's automatically covered under your household insurance policy.

What happens if the equipment is stolen?

SkyMesh would replace the equipment at no charge to you, and report the theft to the Police. In addition to a serial number, the radio equipment on your roof has a unique "MAC address" and can't be used with any network other than SkyMesh's. It's out of reach and of no value to anyone else, so it's unlikely to be stolen. The adaptor inside is also of no value to anyone else, and we would replace it too.

What type of connection does my computer need?

Your computer needs a network adaptor, also known as an Ethernet network port or NIC (network interface card), and you'll also need a Broadband Router to connect to the SkyMesh service.

Can I connect more than one computer to the service?

Yes, but you may need some additional equipment. Some Broadband Routers have only a single port, so you will need a "switch" to connect more than one computer. You could ask us for advice, or just ask whoever looks after your computer for you.

SkyMesh's Plans

Which Plan is right for me?

SkyMesh offers a wide range of Plans with varying speeds and monthly data allowances, starting at just \$30 per month. They are all listed on our Web site, and we're happy to explain the differences so you can make a decision. Fortunately, you have the flexibility to change Plans as often as one per month, so you're not locked in.

What is an Australian Broadband Guarantee Service?

An Australian Broadband Guarantee Service is a Broadband Internet service that is subsidised by the Australian Government under the Australian Broadband Guarantee. SkyMesh is a registered Provider and receives a subsidy from the Government to provide broadband Internet services to eligible premises in regional Australia.

Who gets the Australian Broadband Guarantee subsidy?

The Australian Government pays SkyMesh a subsidy of \$1,100 including GST to connect eligible customers with an Australian Broadband Guarantee wireless service. Without the subsidy, the high cost of building a broadband network in regional Australia would make broadband Internet services prohibitively expensive.

Am I eligible for an Australian Broadband Guarantee subsidy?

You can find out if you're eligible for a subsidised service by reading through the information on our Application Forms or on the Australian Government's Web site at <http://bcoms.dcita.gov.au/BSL>. You can also ask SkyMesh to check your eligibility and explain the process.

What's the minimum agreement term?

The minimum agreement term for an Australian Broadband Guarantee subsidised service is 18 months. We offer 12 Month and 24 Month agreement terms for non-subsidised wireless services.

What happens if the prices go up?

We guarantee we won't increase the price of our Plans during the agreement term. We guarantee you that our Australian Broadband Guarantee Plans will not increase in price for a minimum of 3 years from the time we connect you to the service.

Can I change Plans?

Yes, by notifying us via email, you may change plans as often as once a month. If you're paying via Direct Debit, two days notice is required in order for billing changes to be processed by your bank.

Will I ever be charged excess usage fees?

No, all SkyMesh Plans are offered on a fixed monthly price basis with no excess usage fees. Should you exceed your download data allowance, we simply limit the download speed of your service for the remainder of the month. Even then, the speed is limited to 33 kbps, which is around the speed of dial-up.

What happens if I only exceed my upload allowance?

We would simply speed limit your uploads to 33 kbps for the remainder of the month. Your download speed would not be affected.

If I'm speed limited, can I change to a higher Plan mid-month?

Yes, you can. By paying for the new Plan for the whole of that month, your speed will be reset to the speed of your new Plan within an hour.

Can I use VoIP services?

Yes, you can use VoIP on most SkyMesh wireless Plans. Ask us for a copy of our VoIP FAQ – it will answer all your questions.