

Application for SkyMesh Satellite Voice (VoIP)

Please note that SkyMesh Satellite Voice is a VoIP service especially configured for use with SkyMesh Satellite Services. It's not intended to work with satellite services from other providers, and vice versa.

You'll need at least a 512/256 kbps service to use SkyMesh Satellite Voice, however better results will be achieved with a 1024/512 kbps service. SkyMesh Satellite Voice will not work well if you're speed limited.

Applicant Details

Title (Please tick one) Mr Mrs Ms Dr Other

Surname

Given Names

SkyMesh Username

Preferred email address (to advise progress of your application)

Phone

Business Hours

After Hours

Mobile

Billing & Payment Terms

- SkyMesh Satellite Voice charges are billed on your SkyMesh monthly account and automatically deducted from the credit card or bank account you nominated for your SkyMesh Satellite service.
- We will invoice you for the hardware on the day we Express Post it to you and payment will be due on your next Billing Day.
- The Monthly Fee is payable monthly in advance. Once your Voice service starts, we will charge a part month so your satellite service and your Voice service have a common Billing Day.
- You will receive a Tax Invoice each month via email for the monthly fee and the calls made in the previous period.
- Call details are listed on your monthly Tax Invoice and your unbilled calls are available to view on My SkyMesh.

Customer Agreement

SkyMesh's minimum Agreement Term for Voice Services is 30 Days.

- By signing below you acknowledge that you have read and understand the Billing & Payment Terms above and agree to all charges being deducted via your current payment method.
- By signing below you acknowledge that the Customer Service Guarantee (CSG), as defined in the Telecommunications (Consumer Protection and Service Standards) Act 1999, is not applicable to SkyMesh Satellite Voice, and you agree to waive your protection and rights under Part 5 of the Act.
- By signing below you acknowledge that you have read and you understand the SkyMesh Satellite VoIP Standard Form of Agreement available at www.skymesh.com.au/sfoa/satvoice (Version 1.4) and you agree to the terms and conditions.

Signature

	Day	Month	Year
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SkyMesh Pty Ltd

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37 Baxter Street
FORTITUDE VALLEY QLD 4006

1300 759 637

Brisbane 07 3123 5888
Fax 1300 859 637
Web www.skymesh.com.au



Preferred SkyMesh Satellite Voice Service

Please choose a One-Way or a Two-Way voice service. A One-Way service allows outgoing calls only. A Two-Way service includes a standard telephone number and allows incoming and outgoing calls.

Type of Service Required

- One-Way Service (\$10 per month plus call charges)
 Two-Way Service (\$15 per month plus call charges)

Please tick this box if you are a **Priority Assistance Customer**

Call Charges

- Calls to Australian land line numbers are 15 cents untimed.
- Calls to 13/1300 numbers are 25 cents untimed.
- Calls to Australian Mobiles are 30 cents per minute or part thereof.
- For a current price list of calls to international destinations please see our Web site at www.skymesh.net.au/voice/rates.

Phone Number Allocation

If you choose a Two-Way service, SkyMesh will assign you a phone number that is local to the area in which you live. When people from your local area call you, it will be a local call for them. There may be a delay if SkyMesh doesn't immediately have a number available for your local call zone.

SkyMesh will not supply a number outside your local area. You should not move your equipment and operate your VoIP service outside your local area.

Please list my number in the White Pages (Optional and Free)

Establishment

You will need additional hardware to use your SkyMesh Satellite Voice Service. SkyMesh sells and supports the Linksys SPA3102 Telephone Adapter for \$100 (or \$50 for a **recycled** unit if available) including a \$50 Establishment Fee. It allows you to receive calls on your land line and your Satellite Voice Service using one standard telephone (not supplied).

We strongly recommend that you use a Linksys SPA3102. We have tested that model extensively and we know it works well. You may supply a different brand or model ATA yourself, however SkyMesh doesn't provide support or assistance and gives no assurance that it will work. Our Establishment Fee is \$50 if you supply your own ATA.

Your SkyMesh Satellite Voice Service will only be established after your satellite service has been installed and is in operation. IPSTAR will convert your service to CBR (Constant Bit Rate) and SkyMesh will check the quality of your service. Your Linksys ATA will then be configured and sent to you by Express Post. An installer will not visit you. The service is provided on a self-install basis and you will need to plug in the hardware yourself.

Establishment Fees

- Please configure and supply a Linksys SPA3102 ATA \$100
 I would prefer a **recycled** SPA3102 ATA if available \$50
 I already have a Linksys SPA3102 ATA \$50
 I already have a different model VoIP device and I understand that SkyMesh does not provide support for my equipment and gives no assurance that it will work \$50

Please return this completed form to SkyMesh

Fax to **1300 859 637** or

Post to SkyMesh Pty Ltd
Reply Paid 255
FORTITUDE VALLEY QLD 4006

Our Standard Form of Agreement is available at www.skymesh.com.au/sfoa/satvoice.