

# Critical Information Summary

## SkyMesh Voice for nbn™ Services Plan



### Service Description

SkyMesh Voice is a premium quality Voice over Internet Protocol (VoIP) service. This service has all outgoing calls made via premium providers. SkyMesh Voice can be a replacement option for a landline telephone service. You will be supplied with a phone number that is local to your area in which you live. You can also port your existing VoIP or landline telephone number to SkyMesh Voice.

The minimum monthly charge payable is \$10.00. The maximum monthly charge payable is \$10.00 plus any Optional Features plus any call or service charges caused by customer-initiated calls/messages or use of network features.

The pricing of Calls, Optional Features and Service Charges can be found at <https://www.skymesh.net.au/nbn-services/optionalextras/voice-voip/>.

There is no early termination fee. You may request to terminate your service with at least 30 days' notice. A pro-rata invoice will be raised to cover any days in the 30-day period which fall after the end of the current billing period.

The minimum term is 30 days.

### Cost of a Two-minute Call

The cost of making a two minute Standard National Mobile Call is \$0.60.

### Call Information

You can access your call information via My SkyMesh at <https://my.skymesh.net.au/>.

### Priority Assistance

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. nbn co does not support Priority Assistance on nbn™ Fixed Wireless, Sky Muster™ or Sky Muster™ Plus services.

### Power Outages

nbn co does not offer a battery backup service. Therefore, during mains power disruptions, you will not be able to use your broadband service or make emergency phone calls with it.

### Customer Service

Customer service can be contacted on 1300 759 637. Alternative contact details and opening hours can be found at <https://www.skymesh.net.au/contact/>.

### Customer Complaints

If you're not happy with your broadband service, you may wish to raise a complaint via the Customer Complaint Resolution Process which can be found at <https://www.skymesh.net.au/complaints/>.

### Industry Ombudsman

In the unlikely event that you're still not happy after following the process above, you may wish to refer your complaint to the Telecommunications Industry Ombudsman. The ombudsman can be contacted on 1800 062 058 and alternative contact details can be found at <https://www.tio.com.au/>.

### Bundling

The offer does not depend on bundling with other services.

### Mandatory Components

There are no mandatory components.