

Information About the Service

Service Description

This service is a Telstra PSTN (Fixed Line, not ISDN) Telephone line rebilled by SkyMesh. At this time SkyMesh accepts only transfers of PSTN services for SkyMesh rebilling - new connections or other phone line types are unsupported.

Minimum Term

The minimum term is thirty days.

Bundling

The offer does not depend on bundling with other services.

Mandatory Components

There are no mandatory components.

Inclusions, Exclusions and Any Important Conditions, Limitations, Restrictions or Qualifications

SkyMesh Phone services do not by default permit calls to premium rate services such as 1900 numbers. However, they can usually be enabled upon request. As SkyMesh Phone services are rebilled Telstra PSTN Telephone services, any existing network features enabled prior to transfer to SkyMesh will be retained. SkyMesh does not offer Priority Assistance nor InContact services. Transferring your landline phone service to SkyMesh will remove any benefits or discounts you may gain from your current service provider through bundling of other services. Your PSTN Telephone line(s) are commissioned (by Telstra) as either Residential or Business services and this attribute remains intact regardless of any prior billing arrangement you had with their previous PSTN supplier. Some service charges may still apply.

For details on hardware please contact SkyMesh on 1300 759 637

SkyMesh Voice will not work well if your broadband Internet service is speed limited.

Information About the Pricing

Minimum Monthly Charge

The minimum monthly charge payable is \$29.95 for the Home Phone plans and \$37.95 for the Business Phone plans plus any Optional Features plus any Non-Standard Equipment Rental charges. The standard call charges is listed at <https://www.skymesh.net.au/nbn-services/optional-extras/landline-plans/>. The pricing of Optional Features is listed at <http://www.skymesh.net.au/nbn-services/optional-extras/landline-plans/> and the pricing of Non-Standard Equipment Rental is listed at <http://www.skymesh.net.au/nbn-services/optional-extras/landline-plans/>. If you would like to know what your being billed as (Home or Business Phone) please contact SkyMesh on 1300 759 637.

Maximum Monthly Charge

The maximum monthly charge payable is calculated as the minimum monthly charge payable plus any call or service charges caused by customer-initiated calls/messages or use of network features.

The pricing of call is listed at <https://www.skymesh.net.au/nbn-services/optional-extras/landline-plans/>.

Maximum early termination charge

There is no charge for early termination. You may request to terminate your service at any time, however SkyMesh requires 30 days' notice to process the termination request. 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 month.

The cost of making a two minute Standard National Mobile Call

The cost of making a two minute Standard National Mobile Call is \$0.90 for the Home Phone plan. The cost of making a two minute Standard National Mobile Call is \$0.80 for the Business Phone plan.

Other Information

Call and Data Usage Information

Call information can be obtained via [My SkyMesh](#).

Dispute Resolution Process

Once purchased, if you're unhappy with the delivered product or feel that SkyMesh hasn't performed to the expected level set out in this document and relevant customer agreements, you may raise a complaint via the SkyMesh Customer Complaint Resolution Process. This can be accessed by our complaints email (shown above), or through our website at <https://www.skymesh.net.au/support/legal-resources/complaints-handling-policy/>. In the unlikely event your complaint is not resolved, handled to your satisfaction or got the outcome you would have liked, you may wish to refer your complaint to the Telecommunications Industry Ombudsman (TIO).

Customer Service Contact Details

Phone

1300 759 637

Postal Address

SkyMesh Pty Ltd
PO Box 255
Fortitude Valley
QLD 4006

Fax

1300 859 637

SMS Only

0458 759 637

Sales

sales@skymesh.com.au
8am-6pm Monday to Friday

Accounts

accounts@skymesh.com.au
8am-6pm Monday to Friday

Technical Support

support@skymesh.net.au
8am-8pm Monday to Friday
8am-5pm Weekends & Public
Holidays

Complaints

complaints@skymesh.net.au
9am-5pm Monday to Friday

All times are Australian Eastern Standard Time

TIO Contact Details

Phone

1800 062 058

Postal Address

Telecommunications
Industry Ombudsman
Limited
PO Box 276
Collins Street West VIC
8007

Fax

1800 630 614

Email

tio@tio.com.au

TIO Office Hours

9am-5:30pm
Monday to Friday

All times are Australian Eastern Standard Time
(Australian Eastern Daylight Time when daylight
savings is in effect)