

Information About the Service

Service Description

SkyMesh Voice service 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 PSTN (Fixed Line 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 PSTN (Fixed Line Service) telephone number to SkyMesh Voice.

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

Calls to premium rate services such as 1900 numbers are not permitted. SkyMesh does not offer Priority Assistance services.

An Analogue Telephone Adapter (ATA) is required in order to use SkyMesh Voice. An ATA can be purchased separately or through SkyMesh as an additional purchase. If another model is purchased that isn't on our assistance list, we cannot give assurance for the ATA hardware in terms of support or even working within our network. A standard telephone will also be required. You may require a network router to share your SkyMesh Voice service and internet service, for concurrent use. A network router can be purchased separately or through SkyMesh as an additional purchase.

A full hardware list can be seen on our website at <https://www.skymesh.net.au/nbn-services/optional-extras/wireless-routers/>

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 \$10.00 per month plus any Optional Features. The pricing of Optional Features is listed at <https://www.skymesh.net.au/nbn-services/optional-extras/voice-voip/>. For SkyMesh Voice services any network features on this VoIP service may incur service charges and this should be added to the line rental charge. Service Charges are listed at <https://www.skymesh.net.au/nbn-services/optional-extras/voice-voip/>.

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/voice-voip/>.

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 \$0.60.

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)