Critical Information Summary – Starlink Global Business

Starlink Plan	Starlink's Terminal Access Charge (Monthly)	Data Charges (Monthly)	Skymesh Support Fee (Monthly)	Minimum Charge* (Monthly)	Early Termination Fee	50Gb Data Top-Ups	Minimum Term
Starlink Global Priority - 50GB	$235	$235	$50	$520	Nil	$235	30 Days
Starlink Global Priority - 100GB	$235	$470	$50	$755	Nil	$235	30 Days
Starlink Global Priority - 200GB	$235	$940	$50	$1,225	Nil	$235	30 Days
Starlink Global Priority - 500 GB	$235	$1,170	$50	$1,455	Nil	$235	30 Days
Starlink Global Priority - 1TB	$235	$2,340	$50	$2,625	Nil	$235	30 Days
Starlink Global Priority - 1.5TB	$235	$3,510	$50	$3,795	Nil	$235	30 Days
Starlink Global Priority - 2TB	$235	$4,680	$50	$4,965	Nil	$235	30 Days
Starlink Global Priority - 3TB	$235	$7,020	$50	$7,305	Nil	$235	30 Days
Starlink Global Priority - 4TB	$235	$9,360	$50	$9,645	Nil	$235	30 Days
Starlink Global Priority - 5TB	$235	$11,700	$50	$11,985	Nil	$235	30 Days
Starlink Global Priority - 6TB	$235	$14,040	$50	$14,325	Nil	$235	30 Days
Starlink Global Priority - 10TB	$235	$23,400	$50	$23,685	Nil	$235	30 Days

*Maximum charge is incalculable as it's dependent upon your purchase of additional data blocks.

Service Overview

These plans deliver business-grade internet via the Starlink satellite network. These services can be used at a fixed location, or when you're one the move by land or sea in regions where Starlink is available. Please see Starlink's Availability Map to confirm Starlink is available in the regions you're visiting.

These are our standard Starlink Local Business plans, but a customised plan can be tailored to your needs where needed. For example, if you ask us for a 150GB/month plan can be built by applying three 50GB data blocks ($235 each) plus the terminal access charge ($235), and the Skymesh support fee ($50) for a total of $520/month.

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Plan Essentials

This service is billed monthly in advance, with additional data top-ups appearing on your next invoice.

The Late Payment Fees and Declined Payment Fees apply and are listed at Fee Schedule.

These plans operate on a no-lock-in contract with a minimum term of 30 days. You can cancel at any time by providing 30 days' notice, with no early termination fees. A pro-rata invoice may be raised to cover any days in the 30-day period which fall after the end of the current Billing Period.

You also have the flexibility to change plans without incurring any fees. You may schedule a downgrade to any lower priced Plan at any time, effective at the start of the next Billing Period.

If you have auto data top-ups enabled, you may incur an additional cost on your next invoice. Auto data top-ups apply a 50GB data block ($235) to your service when your remaining data reaches 0GB. Installation of your Starlink service can be done by you, or by a professional installer at an additional charge (a quote for professional install can be provided prior to sale).

Please note that this service may be restricted and/or cancelled if:

(a) You fail to pay your bill (for support see our payment assistance policy); or
(b) You are abusive to our staff; or
(c) You breach our terms and conditions.

Speeds and Factors Affecting Performance

These speeds are provided by Starlink and may vary to due factors such as weather, location, interference by other devices, reliability of the power source, proper installation and positioning of the equipment, or the type of equipment being used (the Starlink Mini Kit is limited to 100Mbps speeds).

Speeds	
Download	50-220 Mbps
Upload	10-30 Mbps
Latency	25-60 Ms

If you experience speed issues, we provide troubleshooting support and will work with you to improve performance. If speeds cannot be improved to a satisfactory level, you can cancel your service without penalty.

Equipment and Installation

To use this service, you will need a Starlink Kit. You can either purchase a kit from us at an additional cost or purchase your own from Starlink. While support is available for Kits not bought from Skymesh, we are unable to help you with a warranty claim, and it may be difficult to bring your kit into our portal.
Kits available from Skymesh are the; Mini Kit ($500), Standard X Kit ($575), and the High-Performance Kit (Gen 3) ($2850).

The service is dependent on the proper installation of the Kit. Installation can be done by you, or by a professional installer at an additional charge (a quote for professional install can be provided prior to sale).

Power Outages

During a power outage, your service will not operate. This means you will be unable to access the

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internet or make emergency calls using the service. You should consider whether keeping a charged mobile phone nearby or using an uninterruptible power supply (UPS) is appropriate for your needs.

Starlink services have lower latency (delay) than other satellite technologies and is comparable to latency experienced on a Fixed Wireless or Mobile service.

Monitoring Your Service
You can monitor your usage and service performance through our Skymesh portal at https://portal.skymeshresellers.com.au/

Fair Use and Important Policies
Our Online Safety Code Manual can be found at https://www.skymesh.net.au/esafety.
Our Terms and Conditions can be found at https://www.skymesh.net.au/support/legal-resources/skymesh-starlink-business-customer-terms
Starlink's Fair Use Policy can be found at https://starlink.com/legal/documents/DOC-DF-1914-46768-65?regionCode=AU

Customer Support and Issue Resolution
Our customer service team is available at 1300 698 945 from 9am-5pm (AEST) Monday to Friday. You can also reach us through our website at https://www.skymesh.net.au/contact.
If you experience any issues, we encourage you to contact your Skymesh account manager first. For unresolved matters, you can follow our Complaints Handling Process at https://www.skymesh.net.au/complaints.
If you're still not satisfied, you can contact the Telecommunications Industry Ombudsman (TIO) at 1800 062 058 or through their website at https://www.tio.com.au/.

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