

## Critical Information Summary – Sky Muster Plus SSBI Plan

Skymesh Plan	Free SSBI plan for nbn Sky Muster Plus
nbn Wholesale Tier	Mid-tier
Min/Max Monthly Charge	\$0.00
Early Termination Fee	\$0.00
Minimum Term	30 Days
Data Allowance (subject to nbn co's fair use policy)	Unlimited
Maximum Wholesale Speed*	50/5 Mbps
Anticipated typical busy period (7-11pm) wholesale download speed**	33 Mbps (captured February 2025)
Upload Burst Feature^	Up to 10 Mbps

\* Expected to be achieved once during a 24-hour period. nbn co can investigate services that do not meet this criterion. If you have any issues with your speed, please contact us.

\*\* Based on data captured and published by nbn co. If you are located on Norfolk Island, you can expect typical busy period speeds up to four times slower.

^ Only available on plans based on the Mid-tier or High-tier. Feature may provide upload speeds of up to 10 Mbps in optimal conditions, subject to network capacity. Not guaranteed by nbn co.

### Service Overview

This Plan delivers a residential-grade Internet service via the nbn Sky Muster Plus network to eligible School Student Broadband Initiative (SSBI) customers for \$0 per month (**Nil Monthly Charge**) until the 30th of June 2028 (**Discount Period**), subject to Skymesh's [terms and conditions for SSBI customers](#). During the application process, we will perform a desktop check to ensure your address is in the coverage area. Ultimately though, serviceability depends on a nbn technician physically confirming coverage at your premises.

### Plan Essentials

You will receive an invoice each month, however, it will show \$0 payable per month for the Plan you are on, until the 30th of June 2028.

If you change your Skymesh plan or this service during the Discount Period, or once the Discount Period ends, you will be charged the applicable fees and charges as per the CIS of your new plan. This amount is set out in our CIS and Pricing Schedule available at: <https://www.skymesh.net.au/school-student-broadband-initiative>]. There is no setup fee or lock in contract applied to this Offer.

All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply. If the SSBI program is not extended beyond 30 June 2028, you will have the option of taking up either the equivalent or any other Skymesh plan or cancelling your service. Prior to reaching the end of the program, Skymesh will be in contact to discuss your options.

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

- you are abusive to our staff; or
- you breach our [terms and conditions](#).

### Service Performance and Limitations

Actual speeds for Sky Muster Plus services may vary due to factors such as congestion (both in the nbn network as well as in your premise), weather, geography, local conditions, vegetation, building obstructions, and signal interference as well as your setup including your modem, hardware and/or software. The actual effects may only be determined after your service is activated. nbn co cannot guarantee any specific burst speeds.

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 an nbn-compatible router. You will be provided with one as part of this program. If you choose to bring your own device and not use the one that has been provided, please note that we can only provide limited technical support.

Standard installation is included at no additional cost and will be performed by an nbn technician. This may include the installation of an nbn connection box, satellite dish, power supply and coaxial cabling. Additional charges may apply for non-standard installations. Any equipment installed by nbn co remains its property.

## **Power Outages**

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

## **Satellite Latency**

nbn satellite connections have higher latency (delay) than other nbn technologies. Due to this: Highly-interactive applications such as share trading, live streaming and certain online games may not perform well or at all when connected via a geostationary satellite; Voice calls may experience noticeable delays that could affect conversation quality. If voice quality is critical for your needs, discuss alternative solutions with us before signing up; and Video conferencing applications may also experience lag during interactive sessions. We advise not using the service for these purposes.

## **Other Information**

### ***Monitoring Your Service***

While your plan includes unlimited data, you can monitor your service and data usage through the My Skymesh portal at <https://my.skymesh.net.au/>.

### ***Customer Support and Issue Resolution***

Our customer service team is available at 1300 759 637 from 8am–7pm (UTC+10) Monday to Friday and 9am–5pm on weekends. You can find alternative contacts details at <https://www.skymesh.net.au/contact>.

If you experience any issues, we encourage you to contact our support team 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/>.

### ***Important Policies***

All Sky Muster Plans are subject to the nbn co's [Fair Use Policy](#). Our Online Safety Code Manual can be found at <https://www.skymesh.net.au/esafety>.

### ***Additional Resources***

To learn more about broadband technologies, visit [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP). You can also find setup guides and frequently asked questions on our website at <https://www.skymesh.net.au/support>.