Critical Information Summary - Sky Muster Plus Plans

Skymesh Plan	Ultra 25	Ultra 50	Ultra 100
nbn Wholesale Tier	Entry-tier	Mid-tier	High-tier
Min/Max Monthly Charge	$69.95	$89.95	$109.95
Early Termination Fee	Nil	Nil	Nil
Minimum Term	30 Days	30 Days	30 Days
Data Allowance (subject to nbn co's fair use policy)	Unlimited	Unlimited	Unlimited
Maximum Wholesale Speed*	25/5 Mbps	50/5 Mbps	100/5 Mbps
Anticipated typical busy period (7-11pm) wholesale download speed**	19 Mbps (captured March 2025)	33 Mbps (captured February 2025)	52 Mbps (captured January 2025)
Upload Burst Feature^	N/A	Up to 10Mbps	

* 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

These Plans deliver a residential-grade Internet service via the nbn Sky Muster Plus network. 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

The service is billed monthly in advance, with any additional charges incurred during the month appearing on your next bill.

The Dedicated IP optional add-on costs $7.95/month. Card Surcharges, Late Payment Fees and Declined Payment Fees are listed at Fee Schedule.

No fees are charged for:
- excess usage or set up for this service
- change of plans (which can be done at any time)
- downgrade to a lower priced Plan, effective at the start of the next Billing Period (which can be done at any time)
- Cancellation of your service by providing 30 days' notice

Please note that this service may be restricted and/or cancelled if:
- you fail to pay your bill (please see our financial hardship policy if you need payment assistance or support); or
- 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 can either purchase a pre-configured modem from us or use your own compatible device. If you choose to bring your own device, 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. You can also find setup guides and frequently asked questions on our website at https://www.skymesh.net.au/support.