

Critical Information Summary – nbn 500/50 Fibre Fast Unlimited

Skymesh Plan	Fibre Fast Unlimited
nbn Wholesale Tier	500/50
Min/Max Monthly Charge	\$99.95
Early Termination Fee	Nil
Minimum Term	30 Days
Data Allowance (subject to nbn co's fair use policy)	Unlimited
Maximum Theoretical Wholesale Speed	500/5 Mbps (maximum possible speeds available during off-peak periods. Actual speeds vary due to congestion, local conditions, equipment and Wi-Fi interference)
Anticipated typical busy period (7-11pm) wholesale download speed	New nbn service – insufficient performance data available. We will update speeds once sufficient data is available

Service Overview

This plan provides an nbn™ Fixed Line broadband internet service delivered at your premises using the Home Superfast 500/50 Mbps wholesale tier. This is a residential-grade internet service for ordinary personal/domestic use. It is not recommended to use this service for corporate or business purposes. This plan is only available on FTTP and HFC connections.

Plan Essentials

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

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)
- downgrades 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 rude, aggressive or abusive to our team members; or
- you otherwise breach our [terms and conditions](#).

Service Performance and Limitations

Actual speeds for this service may vary due to factors such as the website you're visiting and their servers; Wi-Fi being less reliable than an Ethernet cable; the speed tier you are on; in-premises wiring; network capacity and network traffic; the nbn technology type at your premises; where the modem is located within your premises; and the equipment and applications being used.

If you experience speed issues, we can provide troubleshooting support and will work with you to improve performance. If speeds cannot be improved to a satisfactory level, you can cancel or downgrade 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.

Any equipment installed by nbn co remains its property.

Access technology

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.

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. We do not offer a Priority Assistance Service.

Other Information

How to pay

Autopay: Your plan will be paid automatically from your credit/debit card (Visa, MasterCard) or bank account. Check the Direct Debit Payment Terms for details.

Manual Payment: Pay your bill online via the My Skymesh portal at <https://my.skymesh.net.au/>, our app or over the phone

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 contact 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/>.

Fair Use Policies and Legal Terms

All Skymesh are subject to the nbn co's [Fair Use Policy](#). You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. Our Online Safety Code Manual can be found at <https://www.skymesh.net.au/esafety>.

This is a summary only. Our full legal terms are available at <https://www.skymesh.net.au/terms>.

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>.