

Critical Information Summary

For your SSBI nbn® Fixed Line Service

Service Description

The 'NBN 50 Unlimited' Plan includes an NBN Fixed Line broadband Internet service accessible at your premises. The typical evening speed is 48/17 Mbps (Sep23). This Plan is provided to eligible School Student Broadband Initiative (SSBI) customers.

The minimum monthly charge payable is \$0.00. The maximum monthly charge payable is \$0.00 for eligible SSBI customers until 30 June 2028 (the Discount Period), subject to Skymesh's terms and conditions for SSBI customers. The minimum total cost for the first month is \$0.00.

The minimum term is 30 days. There is no early termination fee. You may request to terminate your service with at least 30 days' notice. 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 Period.

School Student Broadband Initiative (SSBI)

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

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 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>.

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.

Plan Changes

This Plan can be changed to any compatible NBN Fixed Line Plan. We do not charge a fee to change plans.

You may schedule an upgrade to any equal or higher-priced Plan at any time during the Billing Period, effective shortly thereafter or, depending on your preference, at the start of the next Billing Period.

You may schedule a downgrade to any lower-priced Plan at any time, effective at the start of the next Billing Period.

You can change plans, check your usage and purchase data blocks via My SkyMesh at my.skymesh.net.au.

Availability

Our NBN Fixed Line Plans are available to select premises that have been connected to the NBN network.

NBN Co will need to connect your premises to its network if it hasn't already done so. NBN Co retains ownership of any Connecting Equipment it installs. For example, the indoor unit, power supply and cabling. This Connecting Equipment may only be modified or removed by NBN Co.

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. This service does not include Priority Assistance. Telstra provides telephony with Priority Assistance.

The offer does not depend on bundling with other services. There are no mandatory

components.

Data Speeds

A range of factors can affect the speed of your service including: the technology NBN Co used to connect your premises to its network; the number of people using the service at the same time; not using an Ethernet cable to connect your device (eg Wi-Fi); and network capacity. The actual effect of these may not be ascertained until after the service is activated.

Typical Evening Speeds (7pm-11pm) are estimates based on performance data from the Australian Competition and Consumer Commission (ACCC) Measuring Broadband Australia program. They refer to the speed from the remote test server to the modem/router at participating premises, and not to your particular premises or to subsequent devices like mobile phones connected via Wi-Fi. Not all customers may receive this speed at all times.

Your speed cannot exceed the particular information rate available at your premises. Furthermore, for Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) services, your speed cannot exceed the line speed of your copper (VDSL) connection to the NBN network. Any inbound/outbound traffic exceeding 50/20 Mbps is dropped by NBN Co.

Customer Service

You can contact Customer Service by phone on 1300 759 637 or visit [skymesh.net.au/contact](https://www.skymesh.net.au/contact). Our Online Safety Code Manual can be found at <https://www.skymesh.net.au/esafety>.

If you're not happy with your broadband service, you may wish to raise a complaint via the Customer Complaint Resolution Process by visiting [skymesh.net.au/complaints](https://www.skymesh.net.au/complaints).

In the unlikely event that you're still not happy after following the process above, you may wish to contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au](https://www.tio.com.au).