

Critical Information Summary

For your nbn[®] Fixed Wireless Service

Plan/Tier	Wireless Plus	Wireless Fast	Wireless Superfast
Minimum/Maximum Monthly Charge	\$94.95	\$99.95	\$114.95
Early Termination Fees*	\$0.00	\$0.00	\$0.00
Contract Term	30 days minimum, no lock-in contract	30 days minimum, no lock-in contract	30 days minimum, no lock-in contract
Data Allowance	Unlimited	Unlimited	Unlimited
Maximum Theoretical Attainable Speeds**	Down 25-100 Mbps Up 5-20 Mbps	Down 200-250 Mbps Up 8-20 Mbps	Down 400 Mbps Up 10-40 Mbps
Anticipated typical busy period (7-11pm) wholesale download speed***	Sufficient data not currently available	Sufficient data not currently available	Sufficient data not currently available
Household Users	1-3 users simultaneously: • Streaming HD • Browsing	3-4 users simultaneously: • Streaming HD • Browsing • Gaming	5+ users simultaneously: • Streaming UHD • Browsing • Gaming

*Where 30 days' notice of cancellation is provided

**Speed tiers provided by nbn[®] are subject to the rollout of network upgrades. Some premises will require nbn[®] to complete upgrades to the equipment at the premises. Actual achievable speeds can only be confirmed after your service is active. We will be publishing data on actual customers' typical evening speeds as soon as accurate data can be obtained.

*** If you're located on Norfolk Island, you can expect typical busy period speeds up to 4 times slower.

^ The performance of these activities may vary depending on conditions, particularly during peak hours (7-11pm).

Service Overview

The Plan delivers a residential internet service through the nbn[®] Fixed Wireless network. This service provides unlimited data and is specifically designed for home use in designated nbn[®] Fixed Wireless coverage areas. Please note that this service is not suitable for business applications and requires clear line-of-sight to an nbn[®] tower for optimal performance.

Service availability depends on confirmed coverage at your location. We will check your address during application to confirm if Fixed Wireless is suitable for your premises. Fast and Superfast plans are subject to nbn's network upgrade rollout and are not available everywhere. Some premises may require nbn[®] to upgrade connecting equipment before achieving faster speeds.

Plan Essentials

Service is billed monthly in advance, with any additional charges appearing on your next bill.

This plan operates on a on a month-to-month basis, with no fixed term. 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.

There are no excess usage charges or set-up fees for this service.

Qualifications

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

- You fail to pay your bill (please see our [payment assistance policy](#)); or
- You are abusive to our staff; or
- You breach our [terms and conditions](#).

This service doesn't include a battery backup power supply for either nbn's[®] equipment or any customer equipment. This means you won't be able to make calls during a power outage, including calls to emergency services.

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Skymesh is not able to offer priority assistance to customers with diagnosed life-threatening conditions. If you need priority assistance, we recommend you contact Telstra. If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the nbn®.

Factors Affecting Service Performance

Actual speeds for nbn® Fixed Wireless services can be confirmed once your service is activated and we can measure the performance at your location. These speeds will vary due to factors such as nbn® cell congestion, weather, geography, line of sight to the tower, local conditions, vegetation, building obstructions, and signal interference. We will provide you with information about the speeds you can typically achieve once your service is active.

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'll need an nbn®-compatible router. You can either purchase a pre-configured router from us at an additional cost 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 includes mounting an antenna on your roof and installing an internal connection box. You will need to ensure a 240-volt power supply is available at the installation point. Additional charges may apply for non-standard installations. Please note that any equipment installed by nbn® remains the property of nbn® and must remain at the property unless removed by nbn®.

Monitoring Your Service

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

Fair Use and Important Policies

These 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>.

Our Terms and Conditions can be found at <https://www.skymesh.net.au/support/legal-resources/skymesh-customer-terms>

Customer Support and Issue Resolution

Our customer service team is available at 1300 759 637 from 7am–9pm (AEST) Monday to Friday and 8am–5pm on public holidays. 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 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/>.

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>.

Skymesh Pty Ltd

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