

Key Facts Sheet: nbn[®] Services

Skymesh Plan	Seniors Essential - Fixed Wireless
Maximum Theoretical Attainable Speeds*	Down 100 Mbps Up 20 Mbps
Anticipated typical busy period (7-11pm) wholesale download speed	Sufficient data not currently available
Household Users	1-3 users simultaneously: • Streaming HD • Browsing

*Actual achievable speeds can be confirmed after your service is active. Your internet speed can change based on your location, weather, and surrounding environment. Factors like distance to the tower, local landscape, building materials, and nearby obstacles can affect your connection. Your Wi-Fi equipment's placement and quality also play a key role in performance. Please be aware that during busy evening hours (7-11pm), you may notice slower speeds due to increased network activity.

Data Speeds

If after activation it is determined that the physical infrastructure connecting your premises to the nbn[®] network cannot support the speed tier of your selected plan, you can downgrade to a lower speed tier plan at no cost or cancel at no cost. Any reference to an nbn[®] co speed tier represents the maximum possible speed that is available during off-peak periods.

Online Usage

The performance of these activities may vary depending on network conditions, particularly during peak hours (7-11pm). If nbn[®] co plans to upgrade network capacity in your area, online usage may be significantly affected until nbn[®] co completes the upgrade. Access to specific voice, video streaming and other supported services may require separate subscriptions.

Power Outages

nbn[®] co does not offer a battery backup service for end users on the nbn[®] fixed wireless network. Therefore, during mains power disruptions, you will not be able to use your service or make emergency phone calls with it. We strongly recommend that you always ensure you have ability to make emergency phone calls, keeping a charged mobile phone close by may be one way of keeping that ability. If you have an existing landline and telephone that work during power outages, you can opt to keep them instead of migrating your voice service to the nbn[®] fixed wireless network.

Local Factors Affecting your Speed

Local factors can impact your service speed, including sun fade, rain fade, severe weather and physical obstructions. Keeping the signal clear of obstruction may help. Hardware limitations, such as the performance of your computer and networking equipment, may also affect speed. Using modern equipment may help. Software such as your operating system and application can influence speed. Keeping software updated and properly configured may help. Electromagnetic interference from other Wi-Fi networks or faulty equipment may degrade performance. Identifying and managing noisy equipment may help. Too many devices in use at the same time can congest your connection. Reducing the count of active devices may help.

Device Compatibility

Before choosing a plan, you should undertake your own enquiries to assess whether any medical alarm service or security alarm service you wish to continue using is compatible with the nbn[®] service you are purchasing. If it is not compatible, we recommend you contact the device provider for advice on alternative nbn[®] services. Our support does not extend to specialised devices such as medical alarms, security alarms, fire alarms, auto-diallers, emergency call buttons, teletypewriters, or EFTPOS terminals. If you use any of these services, it is essential that you confirm their compatibility before switching to nbn[®].