Critical Information Summary

For your nbn® Sky Muster Plus Service

Skymesh Plan	Ultra 25	Ultra 50	Ultra 100
nbn Wholesale Tier	Entry-tier	Mid-tier	High-tier
Min/Max Monthly Charge	$74.95	$94.95	$114.95
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**	Sufficient data not currently available	Sufficient data not currently available	Sufficient data not currently available
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

Service is billed monthly in advance, with any additional charges 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.
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.

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

(a) You fail to pay your bill (for support see our payment assistance policy); or
(b) You are abusive to our staff; or
(c) You breach our terms and conditions.

Factors Affecting Service Performance

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.

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Critical Information Summary

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Equipment and Installation
To use this service, you will 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 may include the installation of an nbn connection box, satellite dish, power supply and coaxial cabling. 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®.

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.

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
Sky Muster Plus 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
Postal address: Skymesh Pty Ltd PO Box 255 Fortitude Valley QLD 4006
Phone: 1300 759 637
Email: info@skymesh.net.au;
Website: www.skymesh.net.au

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