

Critical Information Summary

For your nbn® Fibre Service – Seniors Plan

Skymesh Plan nbn® Tier*	Fibre Basic Seniors Plan (nbn 25/5 Mbps)
Minimum/ Maximum Monthly Charge	\$64.95
Early Termination Fees**	\$0.00
Contract Term	30 days minimum, no lock-in contract
Data Allowance	Unlimited
Applicable Technology Type	All fixed line connection types (FTTP, FTTB, FTTN/C, HFC)
Typical Busy Period (7pm-11pm) Speed***	Down 25 Mbps Up 4 Mbps
Household Users Activities	1-2 users simultaneously: • Streaming HD • Browsing • Emailing

*nbn tier figures represent the maximum possible speeds available during off-peak periods. Actual speeds at your premises can vary due to various factors, see below for further detail

**Where 30 days' notice of cancellation is provided

***Actual speeds at your premises vary due to congestion, other factors, equipment and Wi-Fi interference

Service Overview

These plans deliver a residential internet service using the nbn® Fibre network infrastructure. This service provides unlimited data, typical evening download and upload speeds as shown in the table above for fixed line services. and is specifically designed for home use in designated coverage areas.

Our nbn® Fibre Plans are available to premises that have been connected to the nbn® fibre or fixed line network. We will check your address during application to confirm availability at your premises. nbn® will need to connect your premises to its network if it hasn't already done so, this may incur an additional cost payable to nbn®. nbn® retains ownership of any connecting equipment it installs, such as the indoor unit, power supply and cabling. This connecting equipment may only be modified or removed by nbn® and must remain at the premises unless removed by nbn®.

These offers are not dependent on a bundling arrangement.

Plan Essentials & Eligibility

This plan is only offered to customers where the primary account owner is aged 60 and over (seniors cards are not required to verify age).

As part of this offer, a flat monthly cost of \$64.95 is locked in for 12 months starting from the date you sign up, with the 30-day satisfaction guarantee still applicable. Note, this plan cannot be combined with the 6-month plan discount.

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

This plan operates 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 will 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](#).

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

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[®].

Service Performance and Limitations

Actual speeds for nbn[®] Fibre services can be confirmed once your service is activated. Speeds may vary due to factors such as severe weather, hardware and software limitations, electromagnetic interference from other Wi-Fi networks, and/or too many devices at the same time.

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.

Equipment and Installation

To use this service, you'll need an nbn[®]-compatible modem. You can either purchase a pre-configured modem 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. 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>.

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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