Critical Information Summary

For your nbn® Fixed Wireless Service Seniors Plan

Plan/Tier	Wireless Plus
Minimum/ Maximum Monthly Charge	$64.95
Early Termination Fees*	$0.00
Contract Term	30 days minimum, no lock-in contract
Data Allowance	Unlimited
Maximum Theoretical Attainable Speeds**	Down 25 Mbps Up 5 Mbps
Typical Busy Period Speeds (7pm-11pm)***	Sufficient data not currently available
Household Users	1-3 users simultaneously: • Streaming HD • Browsing

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

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 & 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 no-lock-in contract with a minimum term of 30 days. 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:

(a) You fail to pay your bill (please see our payment assistance policy); or

(b) You are abusive to our staff; or

(c) You breach our terms and conditions.

Copyright © 2026 Skymesh Pty Ltd
ABN 38 613 736 137

Critical Information Summary

For your nbn® Fixed Wireless Service Seniors Plan

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®.

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 their property.

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
The Wireless Plus Plan is 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

Copyright © 2026 Skymesh Pty Ltd
ABN 38 613 736 137