

Critical Information Summary

NBN 25 Unlimited Plan



Service Description

The 'NBN 25 Unlimited' Plan includes an NBN Fixed Line broadband Internet service accessible at your premises. The typical evening speed is 25/4 Mbps (Sep23).

The minimum monthly charge payable is \$74.95. The maximum monthly charge payable is \$74.95.

The minimum term is 30 days. There is no early termination fee. You may request to terminate your service with at least 30 days' notice. 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.

Plan Changes

This Plan can be changed to any compatible NBN Fixed Line Plan. We do not charge a fee to change plans.

You may schedule an upgrade to any equal or higher-priced Plan at any time during the Billing Period, effective shortly thereafter or, depending on your preference, at the start of the next Billing Period.

You may schedule a downgrade to any lower-priced Plan at any time, effective at the start of the next Billing Period.

You can change plans, check your usage and purchase data blocks via My SkyMesh at my.skymesh.net.au.

Availability

Our NBN Fixed Line Plans are available to select premises that have been connected to the NBN network.

NBN Co will need to connect your premises to its network if it hasn't already done so. NBN Co retains ownership of any Connecting Equipment it installs. For example, the indoor unit, power supply and cabling. This Connecting Equipment may only be modified or removed by NBN Co.

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. This service does not include Priority Assistance. Telstra provides telephony with Priority Assistance.

The offer does not depend on bundling with other services. There are no mandatory components.

Data Speeds

A range of factors can affect the speed of your service including: the technology NBN Co used to connect your premises to its network; the number of people using the service at the same time; not using an Ethernet cable to connect your device (eg Wi-Fi); and network capacity. The actual effect of these may not be ascertained until after the service is activated.

Typical Evening Speeds (7pm-11pm) are estimates based on performance data from the Australian Competition and Consumer Commission (ACCC) Measuring Broadband Australia program. They refer to the speed from the remote test server to the modem/router at participating premises, and not to your particular premises or to subsequent devices like mobile phones connected via Wi-Fi. Not all customers may receive this speed at all times.

Your speed cannot exceed the particular information rate available at your premises. Furthermore, for Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) services, your speed cannot exceed the line speed of your copper (VDSL) connection to the NBN network. Any inbound/outbound traffic exceeding 25/5 Mbps is dropped by NBN Co.

Customer Service

You can contact Customer Service by phone on 1300 759 637 or visit [skymesh.net.au/contact](https://my.skymesh.net.au/contact). Our Online Safety Code Manual can be found at <https://www.skymesh.net.au/esafety>.

If you're not happy with your broadband service, you may wish to raise a complaint via the Customer Complaint Resolution Process by visiting [skymesh.net.au/complaints](https://my.skymesh.net.au/complaints).

In the unlikely event that you're still not happy after following the process above, you may wish to contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au.