

# Critical Information Summary

## SkyMesh Ultra 25 Plan



### Service Description

Our SkyMesh Ultra 25 Plan provides an nbn Sky Muster Plus service with uncapped data usage for all types of traffic and all times of the day, and burst speeds up to 25 Mbps download. For example, unlike with regular Sky Muster Plus services, streaming video traffic is uncapped during peak hours.

Both the minimum and maximum monthly charge payable is \$64.95.

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

You may change your plan up to once per calendar month, effective at the start of the next month. We do not charge plan change fees.

### Data Usage

You can check usage, where applicable, via the My SkyMesh portal at <https://my.skymesh.net.au/>. Your usage is uncapped at all times of the day but, for informational purposes, it is divided into peak and off-peak periods. Peak Hours are defined by nbn co as 4:00 pm to Midnight, based on the local time zone of your service location. Similarly, Off-peak Hours are from Midnight to 4:00 pm.

### Data Speeds

This Sky Muster Plus service is designed to deliver a baseline access rate of 25/5 Mbps at least once per day and nbn co can investigate otherwise. Your service may burst above this rate, up to 25 Mbps download, from time to time where network conditions allow.

If the nbn modem at your premises is used by multiple nbn satellite services at the same time, its maximum aggregate throughput limit of 100/20 Mbps will be shared between those services, potentially limiting the Data Speed of each service.

Neither the access rate, burst feature or maximum aggregate throughput indicate what Data Speed your service will typically achieve during busy periods. These are merely descriptions of layer 2 network limitations that affect your service. Networking overheads imply that your layer 3 speed test results will always be less than the layer 2 network limitations.

nbn co cannot guarantee any specific burst speed or that your service will exceed the baseline rate during any given period. Numerous factors, such as the available capacity on the nbn network, can impact your Data Speed. The actual effects may only be determined after your service is activated.

### Fair Use Policy

All nbn Sky Muster Plus services must adhere to nbn co's fair use rules, which can change from time to time.

Services must not be used for excessive automated polling, refreshing or scraping of websites or to: routinely transfer emails larger than 20 MB; download updates for more than twenty devices during a calendar month; connect neighbouring premises; support carrier or service provider data aggregation applications that result in substantial and continuous network throughput; support a carrier or service provider interconnection; bypass the application of shaping by being disconnected and reactivated; or match a traffic profile not intended by nbn co.

Network bonding or load sharing of multiple services is prohibited by nbn co.

Violations may result to Service Reductions (for example, traffic de-prioritisation) by nbn co, affecting Data Speed, or SkyMesh suspending your service. Service Reductions applied by nbn co cannot be removed by purchasing Data Blocks.

## Shaping Policy

nbn co reserves the right to shape certain types of traffic (profiles) to 256 kbps from time to time in order to protect its network. Profile 1 may be shaped during Off-peak Hours and includes streaming video and any type of content accessed via a VPN. Profile 2 may be shaped at any time of the day and includes peer-to-peer; cloud storage platforms; software, gaming and operating-system updates; and other application-related data that nbn co cannot identify. Other activities that nbn co considers may adversely affect its network may also be added to the shapeable traffic types listed above.

## Power Outages

nbn co does not offer a battery backup service. Therefore, during mains power disruptions, you will not be able to use your broadband service or make emergency phone calls with it.

## Satellite Latency

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. We advise not using the service for such purposes.

## Priority Assistance

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. nbn co does not support Priority Assistance on nbn Fixed Wireless, Sky Muster or Sky Muster Plus services. Telstra provides telephony with Priority Assistance on its copper network.

## Customer Service

Customer service can be contacted on 1300 759 637. Alternative contact details and opening hours can be found at <https://www.skymesh.net.au/contact>.

## Customer Complaints

If you're not happy with your broadband service, you may wish to raise a complaint via the Customer Complaint Resolution Process which can be found at <https://www.skymesh.net.au/complaints>

## Industry Ombudsman

In the unlikely event that you're still not happy after following the process above, you may wish to refer your complaint to the Telecommunications Industry Ombudsman. The ombudsman can be contacted on 1800 062 058 and alternative contact details can be found at <https://www.tio.com.au/>.

## Connecting Equipment

nbn co retains ownership of any Connecting Equipment it installs to connect your premises to its network. For example, the satellite dish, modem, power supply and coaxial cabling.

## Bundling

The offer does not depend on bundling with other services.

## Mandatory Components

There are no mandatory components.