SkyMesh Voice for SkyMesh nbn™ Services

SkyMesh Voice for SkyMesh nbn™ Services is a VoIP service especially configured for use with SkyMesh services on the nbn™ network. It doesn't work with other broadband services and it isn't available if your nbn™ service is with another provider. If your SkyMesh broadband service is not on the nbn™ network, please ask us for a different Application Form. SkyMesh Voice services are not available to people that require Priority Assist.

Applicant Details

Title (Please tick one) ☐ Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other

Surname

Given Names

SkyMesh Username

Preferred email address (to advise progress of your application)

Phone

Business Hours
After Hours
Mobile

Priority Assist

☐ Please tick this box if you require Priority Assist or live with someone that requires Priority Assist. Please note that SkyMesh Voice services are not available to households that require Priority Assist.

Phone Number Allocation

SkyMesh will assign you a phone number that is local to the area in which you live. There may be a delay if SkyMesh doesn't immediately have a number available for your local call zone. SkyMesh will not supply a number outside your local area. You should not move your equipment and operate your SkyMesh Voice service on another NBN service outside your local area.

☐ I wish to retain my existing SkyMesh Voice telephone number
☐ Please list my VoIP number in the White Pages (Optional and Free)

Billing & Payment Terms

- SkyMesh Voice charges are billed monthly. The fixed subscription of $10.00 per month is billed monthly in advance and the call charges (and any other variable charges) are billed monthly in arrears.
- We will invoice you for any necessary VoIP hardware on the day we Express Post it to you and payment will be due on your next Billing Day.
- Once your SkyMesh Voice service starts, we will charge a part month so your Broadband and Voice service have a common Billing Day.
- You will receive a monthly Tax Invoice via email for the monthly fee and the calls made in the previous period. We only email Tax Invoices, we don't offer an option to send your monthly Tax Invoices to you by post.
- We provide ten business days for you to review your account and notify us of any queries before we deduct the funds from your account.
- Call details are listed on your monthly Tax Invoice and your unbilled calls are available to view in My SkyMesh (https://my.skymesh.net.au/).
- Payments are by automatic debit of your credit card or bank account. We aren't able to accept payment via cheque or money order or BPAY.

Establishment

You will require either a VoIP enabled Wireless Router or an Analogue Telephone Adaptor (ATA) if you wish to use your existing telephone to make and receive phone calls. You will also need a spare network port on your broadband router to plug in the ATA.

SkyMesh sells and supports the D-Link DVA2800 VoIP Enabled Wireless Router for $199.99.

You may supply a different brand or model of ATA or VoIP Router yourself; however SkyMesh doesn't provide support or assistance and gives no assurance that it will work.

If you have a SkyMesh-supplied VoIP device, that will also work well. We will reconfigure it for you remotely and there will be no additional charge. Your SkyMesh Voice Service will only be established after your SkyMesh nbn™ service has been installed and is in operation.

SkyMesh will configure your Linksys ATA and send it to you by express delivery; an installer will not visit you.

The service is provided on a self-install basis and you will need to plug in the hardware and your telephone yourself.

If you have any questions regarding the VoIP service please call our Customer Service Team on 1300 759 637.

Establishment Fees

☐ Please configure and supply a VoIP Enabled Wireless Router $199.99

☐ I already have an ATA or VoIP Router supplied by SkyMesh   -

☐ I have my own Linksys PAP2T, SPA112 or SPA 3102   -

☐ I already have a different model ATA and I understand SkyMesh does not provide support for my equipment.   -

Call Charges

- Calls to Australian land line numbers are 10 cents untimed.
- Calls to 13/1300 numbers are 25 cents untimed.
- Calls to Australian Mobiles are 30 cents per minute or part thereof.
- For a current price list of calls to international destinations please see our website at http://www.skymesh.net.au/voice/rates.

Customer Agreement

SkyMesh's minimum Agreement Term for Voice Services is 30 Days.

- By signing below you acknowledge that you have read and understand the Billing & Payment Terms above and agree to all charges being deducted via your current payment method.

- By signing below you acknowledge that you have read and you understand the SkyMesh Standard Form of Agreement for SkyMesh Voice available at http://skymesh.net.au/sfoa/ and you agree to the terms and conditions.

Signature

	Day	Month	Year

Please complete the next page.

Waiver of the Customer Service Guarantee (CSG)

Why are we asking you to accept this waiver?

We ask because we cannot guarantee the provisioning and restoration times of your service if a fault occurs with your Internet service or your physical connection to the Internet. The price of our plan may also be lower than it otherwise would be but you should make your own assessment as to whether it represents sufficient value for you to provide consent. You are under no obligation to consent to the waiver. However, applications from applicants that do not provide consent will not be accepted by SkyMesh.

The Waiver

This waiver applies to the SkyMesh Voice service described in your SkyMesh Voice application form and becomes effective on the day you sign it.

The CSG is a standard that is prescribed under the Telecommunications (Consumer Protection and Service Standards) Act 1999 and gives consumers certain rights in connection with standard telephone services. These rights include:

a) The right to be provided with information about the CSG and the performance standards applicable under it;

b) The right to receive compensation if a standard telephone service is not connected within a specified timeframe;

c) The right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe;

d) The right to receive compensation if SkyMesh misses an appointment with a customer with whom SkyMesh has made an appointment in connection with the standard telephone service.

Full details of the compensation are provided by the Australian Communications and Media Authority at https://www.acma.gov.au/. By consenting to the waiver, you will waive in whole your rights and protections under the Act. The standards as described by the Act will not apply and you will not be entitled to compensation under the Act.

Please note that the waiver does not prevent you from contacting SkyMesh for technical support. We will still endeavour to connect the service and repair any faults that may arise as quickly as possible.

By signing below you acknowledge that you understand the consequences of the CSG waiver described above and consent to it.

Signature

	Day	Month	Year

Please post, or scan and email, the signed form to:-

SkyMesh Pty Ltd   **Phone 1300 759 637**
ABN 62 113 609 439   Email accounts@skymesh.com.au
PO Box 255
FORTITUDE VALLEY Q 4006

180730 - Our Standard Form of Agreement is available at http://skymesh.net.au/sfoa.