

Critical Information Summary

Home Wireless Internet



Service Description

A user-installed Internet access service for your fixed residential address in Australia (Service). Services are supplied over the Optus wireless network.

Access Plans

All access plans include an unlimited data allowance.

Access Plan	Minimum/Maximum Monthly Charge	Wholesale Speed Limit (Download)
Home 4G	\$59.95	25 Mbps
Home 5G	\$69.95	50 Mbps
Home 5G	\$79.95	100 Mbps

Wholesale speed limitations do not indicate what speeds you can typically achieve at your particular address.

Access plans are available on a month-to-month basis and commence when your Service is activated. Service activation typically occurs when the device is shipped to your address. There are no cancellation fees for these access plans.

Equipment Needs and Device Payment Plan

To use the Service, you need a SkyMesh-supplied device and SIM. However, we will cover the cost of the device if you remain connected for 24 months on a Device Payment Plan (DPP). For example, we will provide a device credit of \$11/month over 24 months for the 4G Modem.

Device	Charge
4G Modem with Wi-Fi	\$264
5G Modem with Wi-Fi	\$888

During the 24-month term of the DPP, your monthly device payments will be reduced by a prorated, monthly credit. You will need to remain on an eligible access plan for the term of your DPP. If you cancel your eligible plan or move to an ineligible access plan before the expiry of your DPP: your DPP will be cancelled; applicable device credits will be forfeited; and you'll need to pay out any remaining device payments in full, as a once-off payment. This is subject to your Australian Consumer Law rights.

The Remaining Device Payment Fee is calculated as the monthly fee for the device multiplied by the number of remaining months. For example, if you were to cancel with 6 months remaining on the DPP for the Home 4G Modem, the fee would be calculated as \$11/month x 6 months which is \$66.

The minimum total cost is calculated as the device charge plus one month of the access plan charge.

The SIM will be activated and pre-installed by SkyMesh. After you install the device, it will connect to a nearby communications tower. The Wi-Fi built into the device will allow you to connect your wireless devices around the home such as your phone or laptop.

Coverage and Serviceability

The Service is only available in selected areas on the Optus wireless network with a compatible device. There may also be technical or commercial reasons that affect your ability to access the Service at your address.

Coverage availability will vary depending on your device and location. A service qualification and coverage check based on your address will be conducted before your order is accepted. While this check is an indication that your address is within a serviceable area, it does not guarantee that your premises is serviceable.

Portability is not supported and, although access is provided over the Optus wireless network, using the service on the move is prohibited.

Positioning your device close to a window may help maximise signal strength.

Data Speed

Data speeds for the Service are variable and are suitable for basic Internet connectivity. The actual speed you will experience at any given time will vary depending on various factors including network (signal, proximity, line of sight or congestion), location (modem placement,

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distance from the wireless tower, geography, obstructions), weather, hardware and software.

Your speed will typically be less than the limits imposed by the wholesale network. When we have enough reliable data, we will publish typical busy-period speeds.

Speeds may differ from third-party mobile access services on the same network.

Limitations

Home 4G plans are only available where your address is serviceable by Optus Home Wireless 4G. Likewise, Home 5G plans are only available where your address is serviceable by Optus Home Wireless 5G.

Customers cannot switch between Home 4G and Home 5G plans without a compatible device or without the required network coverage. Although a Home 4G plan can be supplied via a 5G Modem, a Home 5G plan cannot be supplied via a 4G modem.

Access plans do not support data sharing or data pooling. The service and included data cannot be used overseas.

There is no battery backup so during power disruptions you will not be able to use the service or use it to contact emergency services.

Your purchased device may not be suitable for other networks or use cases. Devices must not be installed outside.

Fair Go Policy

You must comply with the [Fair Go Policy](#) and not use your service in a way that is unreasonable, unacceptable, or fraudulent, including causing significant congestion to the network. We may take steps to monitor and ensure compliance with the policy, including by suspending or cancelling your service.

Broadband Education

The Communications Alliance's Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>.

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>. Our Online Safety Code Manual can be found at <https://www.skymesh.net.au/esafety>.

Customer Complaints

If you're not happy with your 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/>.