

Critical Information Summary

Starlink Business – Priority Plans



Service Description

A user-installed satellite Internet access service on SpaceX's Starlink network for business use (Service). Priority Data is given higher priority on the network than Standard Data, improving your access.

The Service depends upon availability and the successful installation of the Starlink dish, Wi-Fi router, power supply and mounts (Starlink Kit) in accordance with the instructions. The minimum term is 12 months.

Fixed Services

These plans are for fixed land-based sites only and do not support mobility.

Priority Data Allowance	Min. Monthly Charge	Max. Monthly Charge	Min. Price
40 GB	\$176	Min. monthly charge + opt-in data	\$2,112
1 TB	\$374		\$4,488
2 TB	\$748		\$8,976
6 TB	\$2,233		\$26,796

If you exceed your Priority Data Allowance, your plan will revert to Standard Data for the remainder of the month. You can instead opt-in to receive additional Priority Data at \$1 per gigabyte or part thereof.

Mobility Services

These plans are intended for high bandwidth or for in-motion users who want multi-region inland or ocean coverage where the Service is available. Flat High Performance Kit required for in-motion use.

Mobile Priority Data Allowance	Min. Monthly Charge	Max. Monthly Charge	Min. Price
50 GB	\$374	Min. monthly + opt-in data	\$4,488
1 TB	\$1,486		\$17,832
5 TB	\$7,433		\$89,196

For inland coverage (including lakes and rivers), if you exceed your Mobile Priority Data Allowance, for the remainder of the month: your plan will revert to Mobile Data; and in-motion use above around 10 mph (16 km/h) will not work.

For ocean coverage (including some remote islands), there is a hard cap and if you exceed your Mobile Priority Data Allowance, you will be unable to access the Internet.

You can instead opt-in to receive additional Mobile Priority Data at \$3 per gigabyte or part thereof. Ocean users would need to do this before exceeding their Mobile Priority Data Allowance (and losing the ability to contact us).

Any unused Priority Data Allowance does not rollover to the next month. Use of the Service is subject to the Starlink Acceptable Use and Fair Use Policies. The Service is not for resale as a standalone or value-added service. Use or installation on an aircraft of any kind is prohibited.

Performance

Starlink Kit (Mbps)	Commonly Expected Down/Up		Limit
	Fixed	Mobility	
Flat High Performance	120-270 /12-35	85-275 /10-30	350 /40
Standard V3	25-100 /5-10	25-100 /5-10	150 /15

Availability is typically expected to be at least 99%. Stated speeds and uninterrupted use of the Service are not guaranteed.

Reverting to Standard/Mobile Data results in lower network priority when compared to users that remain on Priority Data. This may result in slower speeds, especially impacting bandwidth-intensive applications like streaming video and large file transfers.

Various circumstances may affect performance, including, but not limited to: failure to follow SpaceX instructions; installation environment; angle and/or field of view of the dish; weather; quality of your personal devices; interference by other devices; proximity of other Starlink Kits; quality, condition and positioning of the cables; quality of your power source; improper tower grounding; proximity or location of your equipment; too many active or parallel network connections; natural disasters and other force majeure events; spills of food or liquids on Starlink Kit; misuse, abuse, accident, vandalism,

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alteration, or neglect; and normal wear and tear or deterioration.

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

Outbound TCP ports 25 and 445 are blocked by SpaceX.

Data Usage

You can obtain data usage information and purchase additional Priority Data (opt-in feature) by calling us on 1300 698 945. If you do opt-in, you will be automatically billed for any additional data usage (overage) during the current and subsequent months, until you opt-out. Opting in/out takes effect within 30 min.

SpaceX

The Starlink Kit and Services are novel, under development, and subject to change. Performance goals will be amended by SpaceX from time to time.

From time to time, customers may need to purchase a newer model equipment for optimal Services. SpaceX may change these Starlink Specifications, the Starlink Kit (including delivered devices via software updates), Services, and Services plans from time to time.

A carefully maintained Starlink Kit should be able to remain intact and operable for at least 12 months after delivery.

SpaceX has a right to terminate the Service for a range of reasons including material malfunction of the Starlink network, software, or hardware and/or failure to obtain government authorisations.

Broadband Education

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

Optional Components

Starlink Kit

The Flat High Performance Kit (FHP) is the best choice for enterprise applications and is required for all in-motion applications.

The Standard V3 Kit is the best choice for small business applications and basic Internet access. This kit is portable, but in-motion use is prohibited.

Starlink Kit	Once-off Charge
Flat High Performance	\$3,999 plus Shipping
Standard V3 (+Ethernet Adapter)	\$799 (+\$60) plus Shipping

Support Plans

In addition to the Internet access plan, we offer the following support plans on a 12-month term.

Support Plan	Monthly Charge	Minimum Price
Basic	\$99	\$1,188
Pro	\$299	\$3,588
Premium	\$499	\$5,988

Customer Service

Customer service can be contacted on 1300 698 945. 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/>.