

Critical Information Summary

2023 Wireless 100 Plan



Service Description

The 2023 Wireless 100 Plan includes an nbn™ Fixed Wireless service with a Data Allowance of 100 GB.

The minimum monthly charge payable is \$64.95. The maximum monthly charge payable is \$64.95 plus any Data Block purchases made during the previous Billing Period.

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.

The minimum term is 30 days.

Shaping Policy

If you exceed your Data Allowance, the information rate of your service will be limited by SkyMesh to no more than 256/256 kbps for the remainder of the Billing Period (Speed Limiting).

Speed limiting affects all network traffic. The application and removal of Speed Limiting does not occur instantaneously and may take over an hour to be effected by our systems.

Data Allowances are reset at the start of each Billing Period. Unused data is not carried over to the next Billing Period. We do not charge for Excess Data Usage.

Plan Changes

This Plan can be changed to any compatible nbn Fixed Wireless Plan. We do not charge plan-change fees. You may schedule an upgrade to any higher-priced or equal-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. Speed limiting will be removed if your existing Data Usage does not exceed the Data Allowance of the upgraded Plan. You may schedule a downgrade to any lower-priced Plan at any time, effective at the start of the next Billing Period.

Data Blocks

You may purchase an nbn™ Fixed Wireless Data Block at any time during the Billing Period to increase your Data Allowance. Any Speed Limiting in effect will be removed. Your new Data Allowances will be set to the total of your prior Data Usage plus the size of the purchased Data Block.

Data Usage

You can access your data-usage history via My SkyMesh at <https://my.skymesh.net.au/>.

Data Speeds

The Maximum Information Rate does not indicate what Data Speed your service will typically achieve. The Information Rate is just a description of a limitation of the underlying network used to supply service. Also, networking overheads mean that the measured Data Speed will always be slightly lower than the actual information rate of your service.

A range of factors can affect the speed of your service, including congestion on the nbn™ network. The actual effect of these may not be ascertained until after the service is activated.

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.

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.

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 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 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 antenna, indoor unit, power supply and cabling. This equipment may only be modified or removed by nbn co.

Bundling

The offer does not depend on bundling with other services.

Mandatory Components

There are no mandatory components.