Critical Information Summary

Home Internet — Sky5G Australia

Information about the service

Home Internet is a prepaid 5G home internet service. It is paid for in advance in periods of 30 days: your service is active while you have prepaid days left and pauses when they run out, until you reload. There is no fixed-term contract and no exit fee.

- Plan: Home Internet
- Included: Unlimited data
- Plan period: 30 days
- Delivery: 5G home internet via a SIM in a compatible modem, or a boxed modem with a pre-installed SIM

Availability depends on Sky5G coverage at your address. 5G is a shared wireless network, so coverage, speeds and performance depend on your location, distance from a cell, network congestion, weather and your equipment, and will vary from time to time.

Information about pricing

- Price: $99 per 30-day period (includes $9.00 GST)
- Vouchers: a voucher adds dollars of value. On this plan, $99 of value buys 30 days and a smaller voucher buys proportionally fewer, in whole days. You see the exact days before you confirm
- Minimum total cost: $99 for one 30-day period
- Approximate cost per day: $3.30

The service is prepaid, so the minimum and maximum you can be charged for this plan is the price above — there is no minimum term, no monthly bill, and no early-termination or disconnection charge. You can stop at any time simply by not reloading.

Other information

Coverage & performance

Before you buy, please confirm your address is within Sky5G coverage. Typical speeds may vary and are not guaranteed.

Understanding broadband speeds and performance

This service is not an NBN service, so the NBN Consumer Information Standard does not apply to it. For independent guidance on choosing and understanding a broadband service, see the Australian Telecommunications Alliance's Broadband Education Package: https://www.austelco.org.au/BEP/

Fair and Acceptable Use Policy

This service is subject to our Fair and Acceptable Use Policy: https://au.sky5g.global/legal/fair-use.

Complaints & the Ombudsman

If something goes wrong, please contact us first on phone 1300 413 798 or email support@sky5g.com.au, or see our Complaints Handling Policy. If your complaint is not resolved to your

satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 (www.tio.com.au).

Provider

Wi-Sky Queensland Pty Ltd · ABN 91 613 554 546.

This summary is a guide only and does not replace the full Terms of Service and Fair and Acceptable Use Policy, available at your Sky5G website. CIS version gen-7dca6eafb7f53910 · generated 2026-11-15.