



Critical Information Summary

Home Internet — Sky5G Australia

Information about the service

Home Internet is a prepaid 5G home internet service. It is sold as a prepaid time voucher: your service is active while you have available voucher time and pauses when it runs out, until you reload. There is no fixed-term contract and no exit fee.

- Plan: Home Internet
- Included: Unlimited data
- Validity: 30 days per voucher
- 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 voucher (includes \$9.00 GST)
- Minimum total cost: \$99 for one 30-day voucher
- Approximate cost per day: \$3.30

The service is prepaid, so the minimum and maximum you can be charged for this plan is the voucher 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.

Complaints & the Ombudsman

If something goes wrong, please contact us first on phone 1300 413 798 or email sales@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.

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