

## Service & Pricing

### Pricing summary

Plan type	Pulse	Pulse+	Power	Power+	Performance	Performance+
Minimum monthly charge	\$89	\$99	\$99	\$109	\$109	\$119
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Speed tier	80Mbps/20Mbps	80Mbps/30Mbps	120Mbps/20Mbps	120Mbps/30Mbps	200Mbps/20Mbps	200Mbps/30Mbps
Minimum charge on first invoice Month-to-month contract One monthly charge plus setup fee	\$388	\$398	\$398	\$408	\$408	\$418
Minimum charge on first invoice 12-month contract One monthly charge plus setup fee	\$89	\$99	\$99	\$109	\$109	\$119
Early termination fees						
Month-to-month contract	\$0	\$0	\$0	\$0	\$0	\$0
12-month contract						
7-12 months remaining	\$450	\$450	\$450	\$450	\$450	\$450
1-6 months remaining	\$225	\$225	\$225	\$225	\$225	\$225

Summary may not reflect any discounts, promotions or extra value-added services that you select whilst you have this plan.

### Service description

Pentanet Fixed Wireless uses cutting-edge wireless technology to deliver fast internet to your home. Our install team will position a small receiver dish on your roof that connects to our network via one of many transmission towers around Perth. We will also install a data point within your home for your router to connect to. Pentanet Fixed Wireless is an internet-only service.

### Availability

Pentanet Fixed Wireless is only available if your home has line of sight to our transmitters. Availability can be checked on our [website](#).

### Requirements

To facilitate connectivity, you will require a router. If you would like to purchase one from us, simply add it to your application and our team will program it for you, ready for you to plug and play.

Alternatively, you are welcome to bring your own, providing it was purchased from a retailer. Routers supplied by other internet service providers are not compatible with our network.

Please note that if you do choose to bring your own equipment, we cannot provide technical support for it.

### Minimum term

Fixed Wireless plans are supplied on either a month-to-month contract with a minimum term of one month, or on a 12-month fixed-term contract (early termination fees apply).

### Setup fees

Contract Term	Charge
Month-to-month	\$299
12-month	\$0

### Installation charges

In some circumstances, such as if there are architectural issues or additional cabling requirements, we may need to dedicate additional time and materials to complete the installation. On the day of installation, our team will provide you with an estimate advising if any of the below charges may apply. If you do not wish to proceed, you may cancel the installation prior to its commencement, free of charge.

Item	Charge
Extension pole	\$100
Brace bar	\$50
Additional cabling - Applicable to ground floor installations or large, multi-storey premises.	\$100

Additional parameters - Conduit, raked ceiling, architectural issues	\$110/hr
Router setup fee - If you request us to set up a router you provide	\$20
Elevated Work Platform Hire (4 hours)	\$450

### Other charges

Item	Description	Charge
Service hold charge	Applies when pausing a service for a maximum period of 3 months, once per 12-month period.	\$35 per month
Maintenance visit (customer at fault)	Technician call-out fee for service maintenance (customer at fault).	\$55/half hr \$110/hr
Long-range antenna rental*	Once-off rental fee for the use of a long-range antenna.	POA
Static IP address	Optional extra, for the provision of a static IP address.	\$10 per month

\*All antennas remain the property of Pentanet Limited.

### Service relocation

If you choose to move to a new address and wish to relocate your service, a \$200 relocation fee will apply. This fee covers a standard relocation only. Additional charges may apply, see the Installation charges section for more information.

If you are in a fixed-term contract and are moving to a non-serviceable location, or for any reason decide not to proceed with the relocation, early termination fees will apply.

### Cancellation and early termination charges

You can request cancellation of your service at any time, however you will need to pay all charges incurred up until the end of the billing month in which cancellation was requested as well as any applicable early termination charges.

Cancellations are subject to:

- Early termination fees as outlined in the Pricing Summary.
- Equipment collection.

Regardless of your contract term, the hardware on your rooftop remains the property of Pentanet and must be collected within 30 days of service cancellation. If we are not granted and facilitated access to the property during this time, an additional fee of up to \$300 may apply.

## Plan changes

Plan changes can be requested by contacting our team via our online chat, raising a ticket in our Customer Portal, or by telephone on 08 9466 2670 during business hours, Monday to Friday.

Plan changes can take effect immediately or be scheduled for a later date. Once your plan is changed, you will see a charge or credit to reflect this on your next bill.

## Fair Use Policy

You must comply with our Fair Use Policy and not use the service in a manner which is unreasonable, unfair or unacceptable as defined in the Policy. We may act if you breach the Fair Use Policy, including suspending or cancelling your service.

## Billing & Payment

### Billing

Bills are issued on the first day of each month via email and are subject to 14-day terms. The figures in the Pricing Summary are for a full billing cycle (being the calendar month) however your first bill may include prorated charges if your service is provisioned part way through the month. Any extra charges that were added during the previous billing period will appear on your next bill.

### Receiving your bills

Your bills will be sent to the email address nominated on your service application. To update these details, view your payment history, or retrieve copies of previous bills, you can do so in our Customer Portal.

### Paying your bill

Payment details are located on your bill and can also be found in the Customer Portal. We have a variety of payment options available:

- Online card payment
- Direct debit from card
- BPAY®

To set up direct debit, please log in to our Customer Portal and enter your details.

### Discounts

If you are receiving a discount for a product or service from us, you'll see this appear as a credit on your bill.

## Data & Speed

### Data usage

Your total data usage is the combination of both downloads and uploads.

Knowing how much data online activities can use may also help you with managing your expenditure. The below guide may be of assistance. Please note that these are approximate values, so your actual usage could be far greater.

Activity	Data used
Emails	500KB per email
Photos/Documents	850KB per image
Streaming Video	300MB – 7GB per hour
Streaming Audio	25-150MB per hour
Internet browsing	10-50MB per hour
Online gaming	100MB-1GB per hour

## Monitor usage

You can view your monthly and daily usage, as well as current usage breakdown in our Customer Portal.

## Performance in your premises

Pentanet is responsible for delivering the internet service to your premises. The exact point where the internet service enters your premises is often referred to as the 'demarcation point'. For Fixed Wireless, this point is the port on your PoE power injector (labelled 'LAN') inside your home.

Delivering the service around your home is the role of your internal networking equipment. Whilst the Pentanet support team may offer suggestions for devices that improve your internal network experience, it is recommended that you speak with an IT professional if you are experiencing speed issues after the point of demarcation. These issues could be related to any one or all of the below:

- Poor Wi-Fi coverage
- Unsuitable modem/router
- Inadequate internal cabling
- Faulty network equipment or devices

## Customer Service

### Customer service

Contact our team by visiting our [live chat](#). Alternatively, you can submit a ticket via our Customer Portal; speak to a Pentanet representative by telephone Monday to Friday during business hours on (08) 9466 2670; or email [support@pentanet.com.au](mailto:support@pentanet.com.au).

### Dispute resolution

If we are unable to resolve an issue to your satisfaction and you would like to raise a dispute or complaint, please follow our [Complaints Handling Process](#).

### Further options

If you are dissatisfied with the outcome after following our [Complaints Handling Process](#), you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

As the TIO is an office of last resort, they cannot accept your complaint unless you have first given us the opportunity to consider it. The TIO can be contacted by calling 1800 062 058 or via the TIO [website](#).

### Useful links

Customer Portal: <https://my.pentanet.com.au/>

Pentanet Shop: <https://pentanet.com.au/shop/>

Status Page: <https://status.pentanet.com.au/>

Knowledge Base: <https://help.pentanet.com.au/>

Resources: <https://pentanet.com.au/additional-resources/>