Service & Pricing

Pricing summary

Plan and speed tier	Family (nbn® tier 500/50) [1]	Elite (nbn® tier 750/25) [1]	Prime (nbn® tier 1000/100) [1]
Minimum monthly charge	$99	$119	$129
Monthly data allowance	Unlimited	Unlimited	Unlimited
Typical busy period speeds Between 7pm-11pm	420Mbps	600Mbps	800Mbps
Minimum charge on first invoice Month-to-month contract One monthly charge	$99	$119	$129
Early termination fees Month-to-month contract	$0	$0	$0

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

[1] This represents the underlying speed tier that your nbn plan is on and represents the maximum possible during off-peak periods.

Service description

Pentanet provides access to the nbn®. The nbn is a high-performance network servicing Australians with access to FTTP nbn or limited HFC nbn users to deliver high-speed internet connectivity to the network boundary point of your home.

Availability

nbn service availability depends on the type of nbn network infrastructure that has been rolled out to your premises. You can check availability on our website. nbn high tier services are only available at FTTP and some limited HFC technology locations.

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.

If using your own equipment, please ensure the router chosen to deliver your service is capable to deliver your chosen service speed on Ethernet or Wi-Fi. For more information regarding router requirements, visit our Help Centre.

Other information

If your address has an existing connection, services will continue to be supplied by the existing service provider until the time of service transfer.

Transfer from a voice service to a broadband-only service will cancel the voice service and may put associated telephone numbers into quarantine.

Any open service faults will be closed as part of the transfer process.

Hardware delivery

Delivery of hardware is not included. Hardware collection is free from our Balcatta HQ, or for a fee we can post the device to your nominated address.

Minimum term

Pentanet nbn plans are supplied on a month-to-month contract.

Setup fees

Contract Term	Charge
Month-to-month	$0

Other charges

For subsequent installations, central filter installations, repairs, modifications or removal of your nbn equipment, we'll provide a quote. The following fees may apply for nbn services:

Item	Charge
New development charge Applies if your service address is identified by nbn as being within the site boundary of a new development	$300
Call-out charge - Hourly labour rate for on-site attendance if fault lies with customer	$110/hr
Late cancellation or missed appointment	$110
Optional extra, for the provision of a static IP address	$10 per month

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, or until the cancellation date if requested in a future month.

No additional early termination fees 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 usually take effect within 24 hours and 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.

Billing & Payment (Continued)

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 login 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-11GB per hour

Monitor usage

You can view your monthly and daily usage, as well as current usage breakdown in our Customer Portal. Alternatively, our Customer Service Team can provide usage information.

Performance in your home

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 nbn this point is the network termination device.

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 user-supplied router or equipment
- 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.

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://portal.pentanet.com.au/
Status Page: https://status.pentanet.com.au/
Help Centre: https://help.pentanet.com.au/
Pentanet Shop: https://pentanet.com.au/shop/
Resources: https://pentanet.com.au/additional-resources/