

The team at Pentanet are here to support you. We recognise the impact that family, domestic and sexual violence can have on the lives, safety and wellbeing of individual and families. We are committed to supporting any of our customers who may be experiencing family or domestic violence, including technology-related abuse.

How we can help

Keeping you connected

If you are a person identifying as being affected by domestic or family violence and your service has been restricted, suspended or disconnected, we will work with you to restore your service as soon as possible.

Financial hardship assistance

If you are experiencing financial difficulty as a result of your circumstances, whether temporary or ongoing, we are committed to keeping you connected and assisting you to manage your debt position.

Please view our [Financial Hardship \(Payment Assistance\) Policy](#) for more information.

Confidentiality

Your safety and privacy are our priority. All conversations and communications surrounding family and domestic violence will be kept private by our team and will not be shared without your consent, even if the account is not in your name. We will not require you to speak to the other party or any representative of theirs.

If you are worried someone might be monitoring your internet activity, we suggest using a private/incognito browser while browsing or engaging in electronic contact.

How to access assistance

Our team is committed to providing respectful and confidential assistance to help you manage your telecommunications services safely. You do not need to provide evidence of your circumstances to access support.

To get in touch with our team, please contact us between 8:30am to 5:30pm Monday to Friday by:

-  Telephone 08 9466 2670
-  Live chat on our [website](#) (also available weekends 9am-9pm and public holidays 9am-6pm)
-  Email support@pentanet.com.au

Alternatively, you can get in touch with us by raising a ticket through our customer [portal](#).

Support services

If you are in an emergency situation, please call 000 as soon as possible. Additional support services include:

1800RESPECT

National domestic family and sexual violence counselling service, offering a helpline, information and support 24/7.

Call: 1800 737 732
Text: 0458 737 732
Visit: 1800respect.org.au

Full Stop Australia

Specialist sexual, domestic and family violence counselling and advocacy (24/7).

Call: 1800 385 578
Visit: fullstop.org.au

MensLine Australia

24/7 counselling and support for men with family and relationship concerns, including men experiencing or using violence. (24/7).

Call: 1300 78 99 78
Visit: mensline.org.au

Rainbow Sexual, Domestic and Family Violence Helpline

Specialist support for LGBTIQ+ people experiencing family or intimate partner violence.

Call: 1800 497 212)
Visit: switchboard.org.au

Policy updates

We are committed to continual compliance with industry standards and legislation. Our policies and procedures will be reviewed and updated to provide additional support to affected customers on or before 1 January 2026.