The team at Pentanet are here to support you. Pentanet has policies and procedures in place to protect the safety, privacy and wellbeing of customers affected by domestic and family violence. We are committed to supporting customers experiencing domestic and family violence, including technology-facilitated 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 prioritise reconnecting your telecommunications service as a matter of urgency where it is safe and possible to do so.

Financial hardship assistance
We recognise that domestic and family violence can contribute to financial hardship and difficulties paying telecommunications bills. Customers affected by domestic and family violence may be eligible for assistance under our Financial Hardship Policy, including flexible payment arrangements and other available support.

Please view our Financial Hardship (Payment Assistance) Policy for more information.

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. If it is not safe to speak with us immediately, you can ask us to arrange a call back at a safer time using your preferred contact method. Please let us know if there is a safe time or preferred way for us to contact you.

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 LGBTIQA+ people experiencing family or intimate partner violence.

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

Policy updates

We regularly review this statement and our internal policies to ensure they remain compliant with applicable legislation and industry standards.