Service & Pricing

Pricing summary

Minimum monthly charge	$77	$99	$149
Monthly data allowance	Unlimited	Unlimited	Unlimited
Speed tier	**Villa** **50Mbps/50Mbps**	**Highrise** **100Mbps/100Mbps**	**Skyscraper** **200Mbps/200Mbps**
Minimum charge on first invoice Month-to-month contract One monthly charge	$77	$99	$149
Total minimum cost Month-to-month contract One monthly charge	$77	$99	$149

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

Service description

Pentanet's Apartment Broadband service uses our own private, high-performance wireless network to deliver the internet to your apartment building and to your premises.

Availability

This service is only available within Pentanet Broadband-enabled apartment buildings. You can check availability 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.

For more information regarding router requirements, visit our Knowledge Base.

Minimum term

Pentanet Apartment Broadband plans are supplied on a month-to-month contract with a minimum term of one month.

Setup fees

There is no setup fee for this service.

Other charges

Item	Charge
Equipment delivery fee – Free pickup from **Perth** office is also available	From $15
Call-out charge – Hourly labour rate for on-site attendance if fault lies with customer.	$110/hr
Static IP address	$10 per month

Cancellation

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.

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 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-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 the 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 Apartment Broadband, this point is the port on the wall plate 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 WiFi 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.

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 by visiting the TIO website.

Useful links

Pentanet Shop: pentanet.com.au/shop
Status Page: status.pentanet.com.au
Customer Portal: my.pentanet.com.au
Knowledge Base: help.pentanet.com.au
Resources: pentanet.com.au/additional-resources
Broadband Information: http://www.commsalliance.com.au/BEP