Service & Pricing

Pricing summary

Minimum monthly charge	$83	$94	$103	$113
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited
Speed tier	Everyday (OptiComm tier 25/5) [1]	Everyday (OptiComm tier 50/20) [1]	Family (OptiComm tier 100/20) [1]	Pro+ (OptiComm tier 100/40) [1]
Typical minimum speeds Between 7pm-11pm	24Mbps	44Mbps	80Mbps	80Mbps
Minimum charge on first invoice Month-to-month contract One monthly charge plus setup fee	$193	$204	$213	$223
Minimum charge on first invoice 12-month contract One monthly charge	$83	$94	$103	$113
Total minimum cost Month-to-month contract 1 monthly charge plus setup fee	$193	$204	$213	$223
Total minimum cost 12-month contract 12 monthly charges	$996	$1,128	$1,236	$1,356

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 OptiComm plan is on and represents the maximum possible during off-peak periods.

Service description

Available in select areas of WA, Pentanet's OptiComm service delivers high-speed internet direct to your premises using fibre technologies such as FTTP and HFC.

Availability

Pentanet's OptiComm service is available in select locations. 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 Help Centre.

Minimum term

Pentanet's OptiComm 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	$110
12-month	$0

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.

Early termination fees are calculated based on the remaining contract term and the monthly plan. If you change plan during the contract term, your early termination fee is based on whichever plan you were on for at least three consecutive months.

For example, if you were on the Family plan on a 12-month contract term, and after six months you change to the Lite plan, then one month later request to cancel your service, your early termination fee would be $60 as you have not yet served three months on the Lite plan.

The following early termination charges may apply:

Contract term	Plan	Months remaining	Charge
Month-to-month	N/A	N/A	
12-month	Lite	7-12	$90
		1-6	$50
	Everyday	7-12	$100
		1-6	$50
	Family & Pro+	7-12	$110
		1-6	$60

Other charges

The following charges may apply:

Activity	Charge
New development charge - New premises with OptiComm equipment, but no previous OptiComm connection*	$300-$550
Install charge New premises, physical installation is required.**	$300-$550
Fibre service activation fee Remote activation or attendance required.	$110
Onsite attendance during a business day (No fault found)	$149
Onsite attendance outside business hours	$270
Labour Business Day **Labour Non-Business Day**	$33/15min $54/15min
Order withdrawal - Prior to service activation	$50
Static IP address	$10/month
Equipment delivery fee Free pickup from our Perth office is also available.	From $15
Plan change fee	$20

* This fee will be charged by Opticomm to Pentanet, and oncharged by Pentanet to you.
** This fee will be charged directly by Opticomm to you. Opticomm will contact you to arrange installation. Pentanet cannot assist with any billing disputes regarding OptiComm charges.

Service relocation

If you choose to move to a new address and wish to relocate your service, a $120 relocation fee will apply. This fee covers a standard installation only. Additional installation charges may apply, see the Other Charges section for more information.

If you enter into 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.

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.

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 enter your details in our Customer Portal.

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 OptiComm, this point is the Network Termination Device (NTD) installed by OptiComm.

Delivering the service around your home/business 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: https://pentanet.com.au/shop
Status Page: https://status.pentanet.com.au/
Customer Portal: https://my.pentanet.com.au/
Knowledge Base: https://help.pentanet.com.au
Resources: https://pentanet.com.au/additional-resources