Service & Pricing

Pricing summary

Plan and speed tier	Family (100/20 tier) [1]	Pro+ (100/40 tier) [1]	Family+ (500/50 tier) [1]	Elite (750/50 tier) [1]	Prime (1000/100 tier) [1]
Minimum monthly charge	$95	$115	$99	$119	$129
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Typical busy period speeds Between 7pm-11pm	80Mbps	80Mbps	420Mbps	600Mbps	800Mbps
Minimum charge on first invoice Month-to-month contract One monthly charge	$95	$115	$99	$119	$129
Early termination fees Month-to-month contract	$0	$0	$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 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.

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 Opticomm plans are supplied on a month-to-month contract.

Setup fees

Contract Term	Charge
Month-to-month	$0

Other charges
The following charges may apply for Opticomm services:

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
Missed appointment fee	$110
On-site attendance fees No fault found – no truck roll required No fault found – truck roll required (min 2 hour charge)	 $61 per event $165/per hr
Static IP address	$10/month

* This fee will be charged by Opticomm to Pentanet, and on-charged 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.

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.

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.

Billing & Payment (Continued)

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. Alternatively, our Customer Service Team can provide usage information.

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 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

Customer Portal: https://portal.pentanet.com.au/
Status Page: https://status.pentanet.com.au/
Knowledge Base: https://help.pentanet.com.au
Pentanet Shop: https://pentanet.com.au/shop
Resources: https://pentanet.com.au/additional-resources