

Service & Pricing

Pricing summary

| Plan type | Pulse | Pulse+ | Power | Power+ | Performance | Performance+ |
|--|---------------|---------------|----------------|----------------|----------------|----------------|
| Minimum monthly charge | \$99 | \$109 | \$109 | \$119 | \$129 | \$139 |
| Monthly data allowance | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Speed tier | 80Mbps/20Mbps | 80Mbps/30Mbps | 120Mbps/20Mbps | 120Mbps/30Mbps | 200Mbps/20Mbps | 200Mbps/30Mbps |
| Minimum charge on first invoice Month-to-month contract One monthly charge plus setup fee | \$398 | \$408 | \$408 | \$418 | \$428 | \$438 |
| Minimum charge on first invoice 12-month contract One monthly charge plus setup fee | \$99 | \$109 | \$109 | \$119 | \$129 | \$139 |
| Early termination fees | | | | | | |
| Month-to-month contract | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 12-month contract | | | | | | |
| 7-12 months remaining | \$450 | \$450 | \$450 | \$450 | \$450 | \$450 |
| 1-6 months remaining | \$225 | \$225 | \$225 | \$225 | \$225 | \$225 |

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

Service description

Pentanet Fixed Wireless uses cutting-edge wireless technology to deliver fast internet to your premises. Our install team will position a small receiver dish on your roof that connects to our network via one of many transmission towers around Perth. We will also install a data point within your premises for your router to connect to. Pentanet Fixed Wireless is an internet-only service.

Availability

Pentanet Fixed Wireless is only available if your premises has line of sight to our transmitters. Availability can be checked 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.

Inclusions

A public IP address is included.

Minimum term

Fixed Wireless 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 | \$299 |
| 12-month | \$0 |

Other charges

| Item | Description | Charge |
|---------------------------------------|--|--------------------------|
| Service hold charge | Applies when pausing a service for a maximum period of 3 months, once per 12-month period. | \$35 per month |
| Maintenance visit (customer at fault) | Technician call-out fee for service maintenance (customer at fault). | \$55/half hr \$110/hr |
| Long-range antenna rental* | Once-off rental fee for the use of a long-range antenna. | POA |
| Static IP address | Optional extra, for the provision of a static IP address. | \$10 per month |

*All antennas remain the property of Pentanet Limited.

Service relocation

If you choose to move to a new address and wish to relocate your service, provided that you move to an address within serviceable range for Pentanet Fixed Wireless, this can be accommodated free of charge. A maximum of two service relocations are permitted within a 12-month period.

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.

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 as well as any applicable early termination charges.

Cancellations are subject to:

- Early termination charges as outlined in the Pricing Summary.
- Equipment collection as per the following paragraph.

Regardless of your contract term, the hardware on your rooftop remains the property of Pentanet and must be collected within 30 days of service cancellation. If we are not granted and facilitated access to the property during this time, an additional fee of up to \$300 may be charged.

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.

Billing & Payment (continued)

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 your premises

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 Fixed Wireless, this point is the port on your PoE power injector (labelled 'LAN') inside your premises.

Delivering the service around your 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 Wi-Fi 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 via the TIO [website](#).

Useful links

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