Pentanet NBN Fibre Connect Program

This offer allows eligible new and existing Pentanet customers on select nbn® ("NBN") plans to upgrade their connection from Fibre to the Node or Fibre to the Curb to Fibre to the Premises, under the terms and conditions of this program.

Fibre Connect Program Terms and Conditions

1. This NBN Fibre Connect Program is offered by Pentanet Limited (ABN 29 617 506 279) ("Pentanet").
2. This offer is available to applicants meeting the eligibility criteria outlined below:
    a. The applicant must be a new or existing customer of Pentanet with an existing NBN connection type of Fibre to the Node or Fibre to the Curb; and
    b. The applicant's address must be identified by NBN as being eligible for an upgrade to Fibre to the Premises. If requested, a Pentanet representative can check the address before the applicant submits a service application. Any such check is indicative only. NBN's determination of eligibility is final and Pentanet does not guarantee that an address will qualify.
3. The applicant must select an eligible NBN plan that meets the minimum requirements below. An order is "placed" when Pentanet submits the order for the applicant's Fibre to the Premises service to NBN, which occurs after Pentanet has accepted the applicant's service application.
    a. For Residential and Business Fibre to the Node connections, orders placed on or before 31 March 2027 require a plan with speeds of at least 500Mbps download / 50Mbps upload. Orders placed after 31 March 2027 have no minimum speed requirement.
    b. For Residential and Business Fibre to the Curb connections, there is no minimum speed requirement.
4. In some circumstances, additional fees charged by NBN will be passed on to the applicant, as outlined below:
    a. If the address is designated as a New Development by NBN, a New Development Charge of $300 including GST will apply.
    b. If the address is not migrating from an existing PSTN (Public Switched Telephone Network) or if an additional Network Termination Device is required, a Subsequent Installation Fee of $330 including GST will apply.
5. This offer is only available for standard installation, as classified by NBN. If NBN determines that non-standard installation is required, Pentanet will advise the applicant of any additional costs charged by NBN before proceeding, and the applicant may accept those costs or withdraw their application without charge.
6. If the Upgrade cannot be completed, for example because NBN determines the address is ineligible or the applicant does not provide access, Pentanet will notify the applicant, the applicant's existing

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service will not be cancelled, and any fees paid for the Upgrade will be refunded, except for any costs NBN has already incurred.

7. Fibre upgrades typically take 1–2 weeks to complete, but may take longer depending on NBN's availability. This is an estimate only.
8. Once ordered, a date will be provided for the connection of the Fibre to the Premises service. External works may be conducted by NBN at the property before this date.
9. Missed appointments (whether missed by the applicant or by NBN) will be rescheduled according to NBN's availability, which may take a further 1–2 weeks from the date of request. To the extent permitted by law, Pentanet is not responsible for missed appointments or delays caused by the applicant's unavailability, NBN technician availability or other factors outside Pentanet's reasonable control.
10. A compatible high-speed modem is required to use the upgraded connection. The applicant is responsible for ensuring their equipment is adequate for that purpose.
11. If the applicant has an existing NBN service with Pentanet at the address, that service will be replaced by the new Fibre to the Premises service. Pentanet will cancel the existing service within 7 days after the Upgrade is complete, whether or not the applicant has connected to, or is using, the new Fibre to the Premises service, and the applicant consents to that cancellation. Billing for the new service will commence once the Upgrade is complete.
12. Applicants with an existing service through another provider are responsible for the cancellation of that service after the Upgrade is complete. To the extent permitted by law, Pentanet is not liable for any additional charges billed by that provider because the applicant fails to cancel their existing service.
13. Pentanet's standard terms and conditions apply to all applications under this offer. If there is any inconsistency between them and these terms, these terms prevail.
14. Pentanet reserves the right to withdraw or vary this offer at any time. Withdrawal or variation will not affect an application Pentanet has already accepted, which will continue on the terms that applied when it was accepted.
15. This offer is available while the program is open, is limited to one Upgrade per address, is not transferable, has no cash value and cannot be combined with any other offer.
16. Pentanet will collect, use and disclose the applicant's personal information, including their address, to assess eligibility and provide the Upgrade, and will share it with NBN for that purpose, in accordance with Pentanet's Privacy Policy.
17. Nothing in these terms excludes, restricts or modifies any right or remedy the applicant has under the Australian Consumer Law or any other law that cannot be excluded.
18. These terms are governed by the laws of Western Australia, and each party submits to the non-exclusive jurisdiction of the courts of Western Australia.

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