



Pentanet NBN Fibre Connect Program – Cashback Promotion

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 Premise, under the terms and conditions of this program.

Applications received during Pentanet’s Fibre Upgrade Cashback promotional period between 8.30am AWST Wednesday, 17 January 2024 and 11:59pm AWST on Tuesday, 30 April 2024 will automatically apply the promotion to receive a \$50 or \$100 eGift card under the terms and conditions below.

Fibre Connect Program Terms and Conditions

1. This NBN Fibre Connect Program is offered by Pentanet Limited (ABN 29 617 506 279) (“Pentanet”) from 4 September 2023.
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 Premise. If required, a Pentanet representative can qualify the address prior to submitting a service application.
3. The applicant must select an eligible NBN plan for a 12-month contract term. The minimum eligible plan for each service type is listed below:
 - a. For Fibre to the Node connections: a plan with speeds of 100Mbps download / 20Mbps upload or greater must be selected.
 - b. For Fibre to the Curb connections: a plan with speeds of 250Mbps download / 20Mbps upload or greater must be selected.
4. NBN service plans must not be downgraded or cancelled during the minimum 12-month contract term. If a plan is downgraded or cancelled during the minimum term, a cancellation fee of \$200 + GST applies in addition to other Early Termination Fees listed in the service Critical Information Summary.
5. In some circumstances, additional fees will be on-charged from NBN as outlined below:
 - a. If the address is designated as a New Development by NBN, a New Development Charge of \$272.72 + 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 \$270 + GST will apply.
6. This offer is only available for standard installation. Non-standard installation may incur additional costs charged by NBN.
7. Fibre upgrades typically take at least 4-8 weeks to complete, subject to NBN’s availability.

8. Once ordered, a date will be provided for the connection of the Fibre to the Premise service. External works may be conducted by NBN at the property prior to this date.
9. Missed appointments will be rescheduled according to NBN Co's availability, which may be an additional 4-8 weeks from the date of request. Pentanet takes no responsibility for missed appointments due to customer availability, COVID restrictions, NBN Co technician availability and other factors outside of Pentanet's control.
10. A compatible high-speed modem is required to deliver upgraded connections. It is the responsibility of the end user to ensure their equipment is adequate to do so.
11. If the applicant has an existing service with Pentanet, this service will be automatically cancelled after the fibre upgrade is complete.
12. Even if the applicant does not connect their new Fibre to the Premise service within 7 days of upgrade completion, their existing service will be cancelled and billing for the new service will commence.
13. Applicants with an existing service through another provider are responsible for the cancellation of that service after the fibre upgrade is complete. Pentanet is not liable for any additional billing due to the applicant's failure to cancel their existing service.
14. Pentanet's standard terms and conditions apply to all applications under this offer.
15. Pentanet reserves the right to cancel or withdraw this offer at any time, in its sole discretion.

Fibre Upgrade Cashback Promotion Terms and Conditions

16. This promotion automatically applies to NBN Fibre Connect Program service applications received between 8.30am AWST on Wednesday, 17 January 2024 and 11:59pm AWST on Tuesday, 30 April 2024.
17. To apply this offer, the applicant must successfully sign up for and activate an NBN service under Pentanet's NBN Fibre Connect Program for a 12-month term.
18. Gift card value entitlements are determined according to the below criteria:
 - a. New customers submitting an eligible service application: \$100
 - b. Existing customers upgrading an existing NBN connection: \$50
 - c. Existing customers submitting an eligible service application for a new address: \$100
19. Acceptance of an application is subject to service availability and the credit assessment outcome.
20. Services must be successfully installed and activated prior to the issuance of an eGift card.
21. Gift cards will be delivered as a GiftPay eGift card for the relevant amount to the applicant's nominated e-mail address.
22. Gift cards will be delivered within 30 days after the successful activation of the relevant FTTP service.
23. This promotion applies to applications submitted during the promotional period only and cannot be applied retrospectively.
24. Gift cards cannot be transferred to another person or redeemed for cash.

25. All pricing is in Australian Dollars and includes GST.
26. Pentanet reserves the right to extend this promotion at any time.
27. Pentanet reserves the right to cancel or change these Terms & Conditions at any time in its sole discretion.