

## **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 Premise, 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 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. The minimum eligible plan for each service type is listed below:
  - a. For Residential Fibre to the Node and Fibre to the Curb connections: a plan with speeds of 500Mbps download / 50Mbps upload or greater must be selected.
  - b. For Business Fibre to the Node and Fibre to the Curb connections: a plan with speeds of 500Mbps download / 50Mbps upload or greater must be selected.
4. 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.
5. This offer is only available for standard installation. Non-standard installation may incur additional costs charged by NBN.
6. Fibre upgrades typically take at least 1-2 weeks to complete, subject to NBN’s availability.
7. 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.
8. Missed appointments will be rescheduled according to NBN Co’s availability, which may be an additional 1-2 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.
9. 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.
10. If the applicant has an existing service with Pentanet, this service will be automatically cancelled after the fibre upgrade is complete.

11. 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.
12. 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.
13. Pentanet's standard terms and conditions apply to all applications under this offer.
14. Pentanet reserves the right to cancel or withdraw this offer at any time, in its sole discretion.