



Pricing Summary

Minimum monthly charge	\$49	\$59	\$69	\$75	\$79	\$89	\$99
Monthly data allowance On Peak (8am to 12am) + Off Peak (12am to 8am)	200GB + Unlimited	Unlimited	Unlimited	500GB + Unlimited	Unlimited	500GB + Unlimited	Unlimited
Speed tier	Basic (nbn™ tier 12/1) ¹		Standard (nbn™ tier 25/5) ¹	Standard Plus (nbn™ tier 50/20) ¹		Premium (nbn™ tier 100/40) ¹	
Typical minimum speeds Between 7pm-11pm	12Mbps		24Mbps	44Mbps		80Mbps	
On-peak unit cost Per MB of data	\$0.0002	N/A	N/A	\$0.0001	N/A	\$0.0002	N/A
Minimum charge on first invoice (month-to-month contract) Based on one monthly charge plus setup charge	\$148	\$158	\$168	\$174	\$178	\$188	\$198
Minimum charge on first invoice (24-month contract) Based on one monthly charge	\$49	\$59	\$69	\$75	\$79	\$89	\$99
Total minimum charge over 24-month contract term Based on 24 monthly charges	\$1,176	\$1,416	\$1,656	\$1,800	\$1,896	\$2,136	\$2,376

Summary may not reflect any discounts, promotions or extra value-added services that you select whilst you have this plan. ¹This represents the underlying speed tier that your nbn™ plan is on and represents the maximum possible during off-peak periods.

Information About the Service

Service description

Pentanet provides access to the nbn™. The nbn™ is a high-performance network servicing Australia which uses FTTP, FTTB, FTN, FTTC or HFC technology to deliver internet connectivity to the network boundary point of your premises.

Availability

nbn™ service availability depends on whether the nbn™ has been rolled-out to your premises. nbn™ availability can be checked online using our online [Address Check](#). This service does not depend on a bundling arrangement with other telecommunications services.

Requirements

You will require a nbn™ ready modem/router to facilitate connectivity. You are welcome to provide your own, however it's important for you to know that if you bring your own, we can't provide technical support for it. For more information regarding modem/router requirements visit our [FAQ](#).

We include pre-programmed wireless modem/routers with our 24-month contracts. Should you opt for a month-to-month contract and don't wish to bring your own modem/router, you may purchase one from us at an additional cost starting from \$139. Collection is free from our Balcatta head office or we can express post it directly to you for \$15.

Minimum term

nbn™ plans are supplied on either a month-to-month contract with a minimum term of one month, or on a 24-month contract term (early termination fees apply). See the minimum total cost applicable in the Pricing Summary.

Information About Pricing

Please refer to the Pricing Summary.

Setup charges

Setup charges will be billed upon on your first invoice. We'll let you know prior, if any of the following charges will apply:

Item	Charge
Setup fee Month-to-month contracts only	\$99
Optional pre-programmed NetComm modem/router Month-to-month contracts only, included with 24-month contracts	\$139
Equipment delivery fee Free pickup from our Balcatta office is also available	\$15
New development charge If service address is identified by nbn™ as being within the site boundary of a new development	\$300

Plan changes

You can change to another plan by contacting our team on the online chat. Plan changes can take effect immediately and you will see a charge or

credit to reflect this on your next bill. If you are changing onto a plan with a different speed, a \$20 speed change fee will apply.

Other charges

In this section Labour Rate means \$110 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and Materials means the cost of materials necessary to perform the relevant activity. The following fees may apply for nbn™ services:

Activity	Charge
FTTC & HFC Professional Installation (optional)	\$165
Professional Splitter Installation at time of a Standard Installation	\$250 including first hour then \$110/hr after
Professional Splitter Installation not at time of a Standard Installation	Labour rate (min 3 hours) plus materials (min \$10)
Subsequent Installation	\$330 plus labour rate plus materials over and above initial standard installation
Equipment Modification Attendance at premises required	Labour rate (min 3 hours)
Equipment Removal	Labour rate (min 3 hours)
Equipment Repair	Labour rate (min 3 hours)
No Fault Found Site visit not required	Labour rate
No Fault Found Site visit required	Labour rate (min 2 hours)
No Fault Found Site visit required and Professional Splitter Installation	Labour rate (min 3.5 hours) plus materials (min \$10)
Late Cancellation Site visit required	Labour rate
Missed Appointment	Labour rate
Restoration	Labour rate
Order withdrawal For cancellation of order prior to provisioning	\$99

Early termination charges

We include a NetComm modem/router as part of our 24-month contracts. An additional \$139 will be charged in addition to the fees below if this is not returned in good working condition. The following early termination charges may apply:

Contract term	Charge
Month-to-month	No early termination charge applicable
24-month	\$20 for each remaining month in contract term

Service Relocation

If you choose to move to a new address and wish to relocate your service, you will be required to pay a relocation fee. If you applied for a 24-month contract term, early termination fees will apply if your reason for

cancelling the service is that you are moving, even if this service is not available at your new address.

Contract term	Charge
Month-to-month	\$132
24-month	\$187

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 [portal](#).

Paying your bill

We have a variety of payment options available. Payment details will be on your monthly bill and can also be found in the [portal](#). Most of our accepted payment methods are free to use, however direct debit using a debit/credit card through Ezidebit will incur additional third-party charges.

Payment Method	Charge
BPAY®	Free
Online via customer portal by card or PayPal®	Free
Direct Debit (card only)	Free
Direct Debit (Ezidebit)	
Bank Account	Free
Visa/MasterCard	2.27% (min \$1.10)
Amex/Diners	3.6% (min \$1.10)
Failed Payment Fee	\$21.90

Direct debit

To set up direct debit through Ezidebit please complete the [online form](#). Please ensure you set the transfer date to no later than 14 days after invoice to avoid any credit management action. Alternatively, to set up direct debit through us please login to the [portal](#) and enter your details, or call (08) 9466 2670 during business hours.

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.

Other Information

Data usage

We will notify you via email when you reach 50%, 85% and 100% of your monthly data allowance. Keep in mind these notifications could be delayed up to 48 hours. Should you wish to unsubscribe from all usage notifications please [contact us](#).

You can also view your monthly and daily usage, as well as current usage breakdown via our [portal](#).

Knowing how much data online activities can use, may also help you with managing spend. 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

Downloads & uploads

Download refers to when information is received by your device from somewhere else. For example, when you open a website or stream a video, the data is downloaded to your device before being opened or played.

Upload refers to when you send data from your device to somewhere else. For example, when you post content to social media or send an email.

Most people download more than they upload. It's important to note that for Pentanet services, your total usage is the combination of both downloads and uploads.

Shaping

If you exceed your monthly data allowance, you won't be billed for any excess usage. However, speeds will be shaped to 1Mbps/1Mbps until the next billing cycle. This shaping applies to both the on-peak and off-peak time frames. Once shaped, some applications may be unavailable or severely disrupted.

Data packs

Data packs are available for purchase to temporarily increase your data allowance for the month. These are helpful if you have exceeded your monthly data allowance however would prefer not to change your plan. Data packs can be purchased through the [portal](#) or via the live chat on our [website](#).

Customer service

Contact Pentanet Customer Service by visiting our live chat on our [website](#). Alternatively, you can submit a ticket via our [portal](#); speak to a Pentanet representative by telephone Monday to Friday during business hours on (08) 9466 2670; or email support@pentanet.com.au.

Complaints

If you are dissatisfied with the outcome of your customer service request and if you wish to take the matter further, please follow our [Complaints Handling Process](#).

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome after following the above process, you may contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO [website](#).

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.

Factors affecting performance in the home

FTTN & FTB speeds are subject to the quality of the infrastructure not operated by Pentanet. Actual speeds to be confirmed once the service is active. Your speed or performance may be reduced by factors such as:

- 🏠 Set up at your premises (such as modem/router location and/or internal wiring);
- 🏠 The number of individual users at the premises using the service at the same time;
- 🏠 The type of technology available at your address
- 🏠 Hardware and software configuration;
- 🏠 Whether your device is connected by Wi-Fi rather than Ethernet cable;
- 🏠 The type/source of content being downloaded (including any content server limitations);
- 🏠 Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- 🏠 Current local nbn™ traffic

Improving performance in the home

To improve performance, we recommend placing your modem/router in a central position, away from electric appliances and connecting your devices via Ethernet cable where possible.

Useful links

Status Page: <https://status.pentanet.com.au/>
 Customer Portal: <https://my.pentanet.com.au/>
 Knowledge Base: <https://kb.pentanet.com.au/>
 Resources: <https://pentanet.com.au/additional-resources/>