



## Service & Pricing

### Pricing summary

<b>Minimum monthly charge</b>	\$69	\$75	\$79	\$89	\$99
<b>Monthly data allowance</b> On Peak (8am to 12am) + Off Peak (12am to 8am)	Unlimited	500GB + Unlimited	Unlimited	500GB + Unlimited	Unlimited
<b>Speed tier</b>	Standard (nbn™ tier 25/5) <sup>1</sup>	Standard Plus (nbn™ tier 50/20) <sup>1</sup>		Premium (nbn™ tier 100/40) <sup>1</sup>	
<b>Typical minimum speeds</b> Between 7pm-11pm	24Mbps	44Mbps		80Mbps	
<b>Minimum charge on first invoice</b> Month-to-month contract One monthly charge plus setup fee	\$168	\$174	\$178	\$188	\$198
<b>Minimum charge on first invoice</b> 6-month contract One monthly charge plus setup fee	\$98	\$104	\$108	\$118	\$128
<b>Minimum charge on first invoice</b> 12-month contract One monthly charge	\$69	\$75	\$79	\$89	\$99
<b>Total minimum cost</b> Month-to-month contract One monthly charge plus setup fee	\$168	\$174	\$178	\$188	\$198
<b>Total minimum cost</b> 6-month contract 6 monthly charges plus setup fee	\$443	\$479	\$503	\$563	\$623
<b>Total minimum cost</b> 12-month contract 12 monthly charges	\$828	\$900	\$948	\$1,068	\$1,188

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

### Service description

Pentanet provides access to the nbn™. The nbn is a high-performance network servicing Australia which uses FTTP, FTTB, FTTN, 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. You can check availability on our [website](#). This service does not depend on a bundling arrangement with other telecommunications services.

### Hardware Requirements

A modem or router is required for connection to the service, we have several available for purchase that will be issued on your first bill.

Device	Price
TP-Link VR1600v Modem/Router	\$145
AmpliFi Instant Router	\$235
AmpliFi HD Router	\$299
AmpliFi Instant Bundle	\$409
AmpliFi HD WiFi System	\$639

FTTN and FTTB technology require a VDSL modem to connect to the internet.

For all other products available visit the [Pentanet Shop](#).

### Hardware Delivery

Delivery of hardware is not included. Hardware collection is free from our Balcatta office, or for \$15 we can post the device to your nominated address.

### Requirements

To facilitate connectivity, you will require a modem and/or router. You are welcome to provide your own hardware, 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 hardware requirements visit our [Help Center](#).

### Minimum term

Pentanet nbn plans are supplied on either a month-to-month contract with a minimum term of one month, or on a 6 or 12-month fixed-term contract (early termination fees apply).

### Setup fees

Contract Term	Charge
Month-to-month	\$99
6-month	\$29
12-month	\$0

### Early termination charges

The following early termination charges may apply:

Contract term	Charge
Month-to-month	No early termination charges applicable
6-month	\$20 for each remaining month in contract term
12-month	

### Other charges

For subsequent installations, central filter installations, repairs, modifications or removal of your nbn equipment, we'll provide a quote. The following fees may apply for nbn services:

Activity	Charge
New development charge Applies if your service address is identified by nbn™ as being within the site boundary of a new development	\$300
Call-out charge Hourly labour rate for on-site attendance if fault lies with customer	\$110/hr
Late cancellation or missed appointment	\$110
Order withdrawal For cancellation of order prior to provisioning	\$99

### Service relocation

The cost to relocate your service to a new address is \$29. If you selected a 6 or 12-month contract term and find this service is unavailable at your new address, early termination fees will apply.

### 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.

### 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.

### 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:

- 👉 BPAY®
- 👉 Bank transfer
- 👉 Online card payment
- 👉 Direct debit from card or bank account

To set up direct debit, please login to our [Customer Portal](#) and enter your details, or telephone us on (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.

## Data & Speed

### Data usage

If your plan includes a monthly data allowance, we will notify you via email when you reach 50%, 85% and 100% of your 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 in our [Customer Portal](#).

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

### Download & upload

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. 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 added through our [Customer Portal](#) or requested via [live chat](#).

### Factors affecting performance in the home

FTTN & FTTB 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.

## 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](mailto: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 by visiting the TIO [website](#).

### Useful links

Pentanet Shop: <https://pentanet.com.au/shop/>  
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/>