



## Service & Pricing

### Pricing summary

<b>Minimum monthly charge</b>	\$77	\$99	\$149
<b>Monthly data allowance</b>	Unlimited	Unlimited	Unlimited
<b>Speed tier</b>	Up to 50Mbps/50Mbps	Up to 100Mbps/100Mbps	Up to 200Mbps/200Mbps
<b>Minimum charge on first invoice</b> All contract lengths One monthly charge, no setup fee	\$77	\$99	\$149
<b>Total minimum cost</b> Month-to-month contract One monthly charge	\$77	\$99	\$149
<b>Total minimum cost</b> 12-month contract 12 monthly charges	\$924	\$1,188	\$1,788
<b>Total minimum cost</b> 24-month contract 24 monthly charges	\$1,848	\$2,376	\$3,576

Summary may not reflect any discounts, promotions or extra value-added services that you select whilst you have this plan.

### Service description

Pentanet's Apartment Broadband service uses our own private, high-performance wireless network to deliver the internet to your apartment building and to your premises.

### Availability

This service is only available within Pentanet Broadband-enabled apartment buildings. Availability can be checked by submitting your details using our online [Address Check](#). This service does not depend on a bundling arrangement with other telecommunications services.

### Inclusions

A TP-Link VR1600v modem router is included in 24-month contracts. Our support staff will pre-program it for you prior to installation to enable you to achieve immediate internet connectivity once the installation is complete.

In the event of early termination, this device must be returned to Pentanet in good working condition, otherwise additional early termination fees will apply. See Early Termination Charges for more information.

### Requirements

To facilitate connectivity, you will require a router. 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 router requirements visit our [Help Center](#).

If you'd like to purchase one of our routers, prices start from \$145. Our team will program the router for you prior to installation, enabling you to achieve immediate internet connectivity once the installation is complete.

### Minimum term

Pentanet Apartment Broadband plans are supplied on either a month-to-month contract with a minimum term of one month, or on 12 or 24-month contract terms (early termination fees apply). See the minimum total cost in the Pricing Summary.

### Setup fees

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

Item	Charge
<b>Setup fee</b>	\$0
<b>Optional pre-programmed TP-Link modem/router</b> Month-to-month and 12-month contracts only, device is included with 24-month contracts	\$145
<b>Equipment delivery fee</b> Free pickup from our Balcatta office is also available	\$15

### 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.

### 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.

### Other charges

Item	Application	Charge
<b>Call-out charge</b> Customer at fault	Hourly labour rate for on-site attendance if fault lies with customer.	\$110/hr

### Early termination charges

The following early termination charges may apply:

Contract term	Months remaining	Charge
<b>Month-to-month</b>	No early termination charge applicable	
<b>12-month</b>	1-6	\$100
	7-12	\$150
<b>24-month</b>	1-6	\$200
	7-24	\$300

In the event of early termination, any device included in 24-month contracts must be returned to Pentanet in good working condition. If it is not returned, not in good working condition, or if you would like to purchase the device, the following charge will also apply:

Device	Charge
TP-Link VR1600v Modem Router	\$145

### Service relocation

If you applied for a 12 or 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.

## 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 will be on your bill and can also be found in our [Customer Portal](#). We have a variety of payment options available:

- PayPal®
- 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

You can 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.

### Factors affecting performance in the home

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;
- 🏠 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;

### 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://shop.pentanet.com.au/>  
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/>  
Broadband Information: <https://www.commsalliance.com.au/BEP>