



Service & Pricing

Pricing summary

	\$59	\$79	\$89	\$99	\$139
Minimum monthly charge	\$59	\$79	\$89	\$99	\$139
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Speed tier	Basic (LBNC tier 12/1) ¹	Standard (LBNC tier 25/5) ¹	Standard Plus (LBNC tier 50/20) ¹	Premium (LBNC tier 100/40) ¹	Premium Plus (LBNC tier 250/100) ¹
Typical minimum speeds Between 7pm-11pm	12Mbps	24Mbps	44Mbps	80Mbps	TBA
Minimum charge on first invoice Month-to-month contract One monthly charge plus setup fee	\$169	\$189	\$199	\$209	\$249
Minimum charge on first invoice 12-month contract One monthly charge	\$59	\$79	\$89	\$99	\$139
Minimum charge on first invoice 24-month contract One monthly charge	\$59	\$79	\$89	\$99	\$139
Total minimum cost Month-to-month contract 1 monthly charge plus setup fee	\$169	\$189	\$199	\$209	\$249
Total minimum cost 12-month contract 12 monthly charges	\$708	\$948	\$1,068	\$1,188	\$1,668
Total minimum cost 24-month contract 24 monthly charges	\$1,416	\$1,896	\$2,136	\$2,376	\$3,336

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

Service description

Pentanet has teamed up with LBNC to deliver broadband internet to buildings and estates in Perth. LBNC is privately-owned and provides network infrastructure for new developments and retirement villages who choose to install LBN infrastructure rather than nbn™. This high-speed broadband service is delivered to the Network Boundary Point of your premises using fibre technologies such as FTTP and HFC.

Availability

Pentanet's LBN service may not be available in all areas or premises. You can check availability on our [website](#). This service does not depend on a bundling arrangement with other telecommunications services.

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](#).

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 router, you may purchase one from us at an additional cost starting from \$145. Collection is free from our Balcatta head office or we can express post it directly to you for \$15.

Minimum term

Pentanet's LBN plans are supplied on either a month-to-month contract with a minimum term of one month, or on a 12 or 24-month fixed-term contract (early termination fees apply).

Setup fees

Contract Term	Charge
Month-to-month	\$110
12-month	\$0
24-month	\$0

Service relocation

The cost to relocate your service to a new address is \$120. If you selected a 12 or 24-month contract term and find this service is unavailable at your new address, early termination fees will apply.

Early termination charges

We include a TP-Link modem/router as part of our 24-month contracts. An additional \$145 will be charged in addition to the fees below if this is not returned in good working condition.

Early termination fees are calculated based on the remaining contract term and the monthly plan. If you change plan during the contract term, your early termination fee is based on whichever plan you were on for at least three consecutive months.

For example, if you were on the Premium plan on a 12-month contract term, and after six months you change to the Basic plan, then one month later request to cancel your service, your early termination fee would be \$60 as you have not yet served three months on the Basic plan.

The following early termination charges may apply:

Contract term	Plan	Months remaining	Charge	
Month-to-month	N/A	N/A		
12-month	Basic	7-12	\$70	
		1-6	\$40	
	Standard	7-12	\$90	
		1-6	\$50	
	Standard Plus	7-12	\$100	
		1-6	\$50	
	Premium	7-12	\$110	
		1-6	\$60	
	Premium Plus	7-12	\$150	
		1-6	\$70	
	24-month	Basic	19-24	\$160
			13-18	\$100
7-12			\$70	
1-6			\$40	
Standard			19-24	\$170
			13-18	\$130
		7-12	\$90	
		1-6	\$50	
		Standard Plus	19-24	\$200
			13-18	\$150
7-12			\$100	
1-6			\$50	
Premium			19-24	\$220
			13-18	\$170
		7-12	\$110	
		1-6	\$60	
		Premium Plus	19-24	\$300
			13-18	\$230
7-12			\$160	
1-6			\$70	

Other charges

The following charges may apply:

Activity	Charge
New development charge New FTTP premises with no previous LBN connection	\$330
Fibre service activation fee Where onsite attendance is required	\$110
Onsite attendance during a business day - No fault found	\$149
Onsite attendance outside business hours	\$270
Labour Business Day	\$33/15min
Labour Non-Business Day	\$54/15min
Order withdrawal For cancellation of order prior to provisioning	\$99

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 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

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 simultaneous users/devices at the premises;
- 🏠 The type of LBN technology available to you;
- 🏠 Hardware and software configuration;
- 🏠 Whether your device is connected by Wi-Fi rather than Ethernet cable;
- 🏠 The type/source of content being downloaded;
- 🏠 Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- 🏠 Current local LBN 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.

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/>