

## Service & Pricing

### Pricing summary

| Minimum monthly charge   | \$74                 | \$79                 | \$94      | \$84                 | \$89                 | \$104     | \$94                 | \$99                 | \$114     |
|--|----------------------|----------------------|-----------|----------------------|----------------------|-----------|----------------------|----------------------|-----------|
| <b>Monthly data allowance</b><br>On Peak (8am to 12am) +<br>Off Peak (12am to 8am)                     | 100GB +<br>Unlimited | 250GB +<br>Unlimited | Unlimited | 100GB +<br>Unlimited | 250GB +<br>Unlimited | Unlimited | 100GB +<br>Unlimited | 250GB +<br>Unlimited | Unlimited |
| <b>Speed tier</b>  | 60Mbps/10Mbps        |                      |           | 60Mbps/20Mbps        |                      |           | 60Mbps/30Mbps        |                      |           |
| <b>Minimum charge on first invoice</b><br>Month-to-month contract<br>One monthly charge plus setup fee | \$673                | \$678                | \$693     | \$683                | \$688                | \$703     | \$693                | \$698                | \$713     |
| <b>Minimum charge on first invoice</b><br>12-month contract<br>One monthly charge plus setup fee       | \$373                | \$378                | \$393     | \$383                | \$388                | \$403     | \$393                | \$398                | \$413     |
| <b>Minimum charge on first invoice</b><br>24-month contract<br>One monthly charge plus setup fee       | \$274                | \$279                | \$294     | \$284                | \$289                | \$304     | \$294                | \$299                | \$314     |
| <b>Minimum charge on first invoice</b><br>36-month contract<br>One monthly charge                      | \$74                 | \$79                 | \$94      | \$84                 | \$89                 | \$104     | \$94                 | \$99                 | \$114     |
| <b>Total minimum cost</b><br>Month-to-month contract<br>1 monthly charge plus setup fee                | \$673                | \$678                | \$693     | \$683                | \$688                | \$703     | \$693                | \$698                | \$713     |
| <b>Total minimum cost</b><br>12-month contract<br>12 monthly charges plus setup fee                    | \$1,187              | \$1,247              | \$1,427   | \$1,307              | \$1,367              | \$1,547   | \$1,427              | \$1,487              | \$1,667   |
| <b>Total minimum cost</b><br>24-month contract<br>24 monthly charges plus setup fee                    | \$1,976              | \$2,096              | \$2,456   | \$2,216              | \$2,336              | \$2,696   | \$2,456              | \$2,576              | \$2,936   |
| <b>Total minimum cost</b><br>36-month contract<br>36 monthly charges                                   | \$2,664              | \$2,844              | \$3,384   | \$3,024              | \$3,204              | \$3,744   | \$3,384              | \$3,564              | \$4,104   |

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

### Service description

Pentanet Fixed Wireless utilizes cutting edge wireless technology to deliver fast internet to your home. Our install team will position a small receiver dish on your roof that talks to our network via one of many transmission towers scattered around Perth. We will also install a data point within your home for your router to connect to.

### Availability

Pentanet Fixed Wireless is only available if your home has line of sight to our transmitters. You can check availability on our [website](#).

### 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 Fixed Wireless plans are supplied on either a month-to-month contract with a minimum term of one month, or on a 12, 24, or 36-month fixed-term contract (early termination fees apply).

### Setup fees

| Contract Term  | Charge |
|----------------|--------|
| Month-to-month | \$599  |
| 12-month       | \$299  |
| 24-month       | \$200  |
| 36-month       | \$0    |

### Installation charges

In some circumstances, such as if there are architectural issues or additional cabling requirements, we may need to dedicate additional time and materials to complete the installation. On the day of installation, our team will provide you with an estimate advising if any of the below charges may apply. If you do not wish to proceed, you may cancel the installation prior to its commencement, free of charge.

| Installation type  | Charge |
|--|--------|
| Extension pole   | \$100  |
| Brace bar  | \$50   |
| Additional cabling<br>Applicable to ground floor installations or large, multi-storey premises | \$100  |
| Router setup fee   | \$20   |

|   |          |
|---|----------|
| If you request us to set up a router you provide                      |          |
| Additional parameters<br>Conduit, raked ceiling, architectural issues | \$110/hr |
| Elevated Work Platform Hire<br>4 hours                                | \$450    |

### Other charges

| Item                       | Application   | Charge         |
|----------------------------|---|----------------|
| Service hold charge        | Applicable when temporarily pausing a service up to a maximum period of 3 months. | \$35 per month |
| Long-range antenna rental* | Once-off rental fee for the use of a long-range antenna.                          | POA            |
| Static IP address          | Optional extra, for the provision of a static IP address.                         | \$10 per month |

\* All antennas remain the property of Pentanet Limited.

### Early termination charges

If you enter into a fixed-term contract and choose to move to a new house during the term, early termination fees are applicable.

Regardless of your contract term, the hardware on your rooftop remains the property of Pentanet and must be collected within two weeks of service cancellation. If we are not granted and facilitated access to the property during this time, an additional fee of \$100 will be charged.

The following early termination charges apply:

| Contract Term  | Months remaining in term | Charge |
|----------------|--------------------------|--------|
| Month-to-month | N/A                      | \$0    |
|                | 7-12                     | \$600  |
| 12-month       | 1-6                      | \$300  |
|                | 19-24                    | \$950  |
|                | 13-18                    | \$700  |
| 24-month       | 7-12                     | \$450  |
|                | 1-6                      | \$200  |
|                | 31-36                    | \$970  |
|                | 25-30                    | \$880  |
| 36-month       | 19-24                    | \$600  |
|                | 13-18                    | \$400  |
|                | 7-12                     | \$160  |
|                | 1-6                      | \$80   |
|                |                          |        |

### Plan changes

Plan changes can be requested by contacting our team via our online chat, raising a ticket in our customer portal, or by telephone on 08 9466

2670 during business hours, Monday to Friday. Plan changes can take effect immediately or be scheduled for a later date. Once your plan is changed, 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.

## 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

Speeds are subject to line of sight to our transmitters. Actual speeds may vary due to many factors such as:

- 👉 set up at your home (such as router location and/or internal wiring);
- 👉 the number of individuals/devices 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;
- 👉 loss of line of sight to transmitter; and/or
- 👉 current wireless traffic to the transmitter you are linked to.

### Improving performance in the home

To improve performance, we recommend placing your 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>