

Service & Pricing

Pricing summary

Minimum monthly charge	\$179	\$249	\$499
Monthly data allowance	Unlimited	Unlimited	Unlimited
Speed tier	150Mbps/150Mbps	250Mbps/250Mbps	500Mbps/500Mbps
Minimum charge on first invoice Month-to-month contract One monthly charge plus setup fee	\$678	\$748	\$998
Minimum charge on first invoice 12-month contract One monthly charge plus setup fee	\$378	\$448	\$698
Minimum charge on first invoice 24-month contract One monthly charge plus setup fee	\$278	\$348	\$598
Minimum charge on first invoice 36-month contract One monthly charge	\$179	\$249	\$499
Total minimum cost Month-to-month contract 1 monthly charge plus setup fee	\$678	\$748	\$998
Total minimum cost 12-month contract 12 monthly charges plus setup fee	\$2,347	\$3,187	\$6,187
Total minimum cost 24-month contract 24 monthly charges plus setup fee	\$4,395	\$6,075	\$12,075
Total minimum cost 36-month contract 36 monthly charges	\$6,444	\$8,964	\$17,964

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

Service description

PentaMAX is a blazingly fast short range fixed wireless service offered by Pentanet. Using millimeter wave (mmWave) technology, PentaMAX delivers a 60GHz symmetrical connection with lower latency and consistent, reliable speeds for home or business. To receive the PentaMAX service, 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 premises for your router to connect to.

Availability

PentaMAX is only available if your premises have 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

PentaMAX 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	\$499
12-month	\$199
24-month	\$99
36-month	\$0

Installation charges

On the day of installation, our team will provide you with an electronic quote advising which (if any) of the following charges will apply:

Installation type	Charge
Extension pole	\$100
Brace bar	\$50
Additional cabling Applicable to ground floor installations or large premises	\$100
Router setup fee If you request us to set up a router you provide	\$20
Additional parameters Conduit, raked ceiling, architectural issues	\$110/hr
Elevated Work Platform Hire 4 hours	\$450

Other charges

Item	Application	Charge
Static IP address	Optional extra, for the provision of a static IP address.	\$10 per month

Early termination charges

If you enter into a fixed-term contract and choose to move to new premises 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 up to \$365 will be charged.

The following early termination charges apply:

Contract Term	Months remaining in term	Charge
Month-to-month	N/A	\$0
	7-12	\$350
12-month	1-6	\$175
	19-24	\$600
24-month	13-18	\$300
	7-12	\$150
	1-6	\$75
36-month	31-36	\$800
	25-30	\$400
	19-24	\$200
	13-18	\$100
	7-12	\$50
	1-6	\$25

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 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

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

- 👉 set up at your premises (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

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.

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>