



Service & Pricing

Pricing summary

| Minimum monthly charge | \$69 | \$79 | \$99 | \$109 |
|---|---------------------------------------|--|------------------------------|----------------------------|
| Monthly data allowance | Unlimited | Unlimited | Unlimited | Unlimited |
| Speed tier | Lite (nbn™ tier 25/5) ¹ | Everyday (nbn™ tier 50/20) ¹ | Family (nbn™ tier 100/20) | Pro+ (nbn™ tier 100/40) |
| Typical minimum speeds Between 7pm-11pm | 24Mbps | 44Mbps | 80Mbps | 80Mbps |
| Minimum charge on first invoice Month-to-month contract One monthly charge plus setup fee | \$168 | \$178 | \$198 | \$208 |
| Minimum charge on first invoice 6-month contract One monthly charge plus setup fee | \$98 | \$108 | \$128 | \$138 |
| Minimum charge on first invoice 12-month contract One monthly charge | \$69 | \$79 | \$99 | \$109 |
| Total minimum cost Month-to-month contract 1 monthly charge plus setup fee | \$168 | \$178 | \$198 | \$208 |
| Total minimum cost 6-month contract 6 monthly charges plus setup fee | \$443 | \$503 | \$623 | \$683 |
| Total minimum cost 12-month contract 12 monthly charges | \$828 | \$948 | \$1,188 | \$1,308 |

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 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.

Requirements

To facilitate connectivity, you will require a router or modem router. If you would like to purchase one from us, prices start from \$145. Our team will also program it for you, ready for you to plug and play.

Alternatively, you are welcome to bring your own, providing it was purchased from a retailer.

Routers or modem routers supplied by other internet service providers are not compatible with our network.

Please note that if you do choose to bring your own equipment, we cannot provide technical support for it.

For more information regarding router requirements, visit our [Knowledge Base](#).

FTTN and FTTB technology require a VDSL2 type modem to connect to the internet.

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.

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 |

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:

| Item | 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 |
| Optional extra, for the provision of a static IP address | \$10 per month |

Service & Pricing (Continued)

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 | |

Cancellations are subject to a 30-day notice period. If you wish to cancel the service prior to the 30th day we can accommodate this, however it is important to note that you will be billed for the full 30 days.

Service relocation

If you choose to move to a new address and wish to relocate your service, a \$29 relocation fee will apply. This fee covers a standard relocation only. Additional charges may apply, see the Other Charges section for more information.

If you enter into a fixed-term contract and are moving to a non-serviceable location, or for any reason decide not to proceed with the relocation, early termination fees will apply.

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 usually take effect within 24 hours 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.

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

Your total data usage is the combination of both downloads and uploads.

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 |

Monitor usage

You can view your monthly and daily usage, as well as current usage breakdown in our [Customer Portal](#).

Performance in the home

Pentanet is responsible for delivering the internet service to your premises. The exact point where the internet service enters your premises is often referred to as the 'demarcation point'. For nbn™ this point is the network termination device or for FTTN/FTTB connections the first phone socket connected to nbn™ inside your home.

Delivering the service around your home is the role of your internal networking equipment. Whilst the Pentanet support team may offer suggestions for devices that improve your internal network experience, it is recommended that you speak with an IT professional if you are experiencing speed issues after the point of demarcation. These issues could be related to any one or all of the below:

- Poor WiFi coverage
- Unsuitable Modem/Router
- Inadequate internal cabling
- Faulty network equipment or devices

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: pentanet.com.au/shop

Status Page: status.pentanet.com.au

Customer Portal: my.pentanet.com.au

Knowledge Base: kb.pentanet.com.au

Resources: pentanet.com.au/additional-resources