



### Service & Pricing

#### Pricing summary

Minimum monthly charge	\$74	\$79	\$94	\$84	\$89	\$104	\$94	\$99	\$114
<b>Monthly data allowance</b> On Peak (8am to 12am) + Off Peak (12am to 8am)	100GB + Unlimited	250GB + Unlimited	Unlimited	100GB + Unlimited	250GB + Unlimited	Unlimited	100GB + Unlimited	250GB + Unlimited	Unlimited
<b>Speed tier</b>	60Mbps/10Mbps			60Mbps/20Mbps			60Mbps/30Mbps		
<b>Minimum charge on first invoice</b> Month-to-month contract One monthly charge plus setup fee	\$373	\$378	\$393	\$383	\$388	\$403	\$393	\$398	\$413
<b>Minimum charge on first invoice</b> 12-month contract One monthly charge	\$74	\$79	\$94	\$84	\$89	\$104	\$94	\$99	\$114
<b>Total minimum cost</b> Month-to-month contract 1 monthly charge plus setup fee	\$373	\$378	\$393	\$383	\$388	\$403	\$393	\$398	\$413
<b>Total minimum cost</b> 12-month contract 12 monthly charges	\$888	\$948	\$1,128	\$1,008	\$1,068	\$1,248	\$1,128	\$1,188	\$1,368

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. 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 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](#).

#### Minimum term

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

#### Setup fees

Contract Term	Charge
Month-to-month	\$299
12-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 - Applicable to ground floor installations or large, multi-storey 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
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.

## Service & Pricing Continued

### Early termination charges

If you enter into a fixed-term contract and during your term, choose to move to a new address that does not have fixed wireless coverage, early termination fees will apply.

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.

Contract Term	Months remaining in term	Charge
Month-to-month	N/A	\$0
12-month	7-12	\$450
	1-6	\$225

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 \$200 relocation fee will apply. This fee covers a standard installation only. Additional installation charges may apply, see the Installation Charges section for more information.

If you entered 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 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.

### 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

### 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.

### 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 Fixed Wireless, this point is the port on your PoE power injector (labelled 'LAN') inside your home.

Delivering the service around your home/business 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](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: [pentanet.com.au/shop](https://pentanet.com.au/shop)

Status Page: [status.pentanet.com.au](https://status.pentanet.com.au)

Customer Portal: [my.pentanet.com.au](https://my.pentanet.com.au)

Knowledge Base: [kb.pentanet.com.au](https://kb.pentanet.com.au)

Resources: [pentanet.com.au/additional-resources](https://pentanet.com.au/additional-resources)

Broadband Information: [www.commsalliance.com.au/BEP](https://www.commsalliance.com.au/BEP)