Service & Pricing

Pricing summary

	$77	$99	$149
Minimum monthly charge			
Monthly data allowance	Unlimited	Unlimited	Unlimited
Speed tier	**Villa** 50Mbps/50Mbps	**Highrise** 100Mbps/100Mbps	**Skyscraper** 200Mbps/200Mbps
Minimum charge on first invoice All contract lengths One monthly charge	$77	$99	$149
Total minimum cost Month-to-month contract 1 monthly charge	$77	$99	$149
Total minimum cost 24-month contract 24 monthly charges	$1,848	$2,376	$3,576

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

Service description

Pentanet's Apartment Broadband service uses our own private, high-performance wireless network to deliver the internet to your apartment building and to your premises.

Availability

This service is only available within Pentanet Broadband-enabled apartment buildings. You can check availability on our [website](#).

Inclusions

A TP-Link VR1600v modem router is included in 24-month contracts.

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

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

Setup fees

There is no setup fee for this service.

Other charges

Item	Charge
Equipment delivery fee - Free pickup from our Balcatta office is also available	$15
Call-out charge - Hourly labour rate for on-site attendance if fault lies with customer.	$110/hr
Static IP address	$10 per month

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.

Contract term	Months remaining	Charge
Month-to-month	N/A	N/A
24-month	1-6	$200
	7-24	$300

In the event of early termination, any device included in 24-month contracts must be returned to Pentanet in good working condition.

If it is not returned, not in good working condition, or if you would like to purchase the device, the following charge will also apply:

Device	Charge
TP-Link VR1600v Modem Router	$145

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.

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 24hours and 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

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 Apartment Broadband, this point is the port on the wall plate 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
Broadband Information: www.commsalliance.com.au/BEP