

## Service & Pricing

### Service description

Pentanet neXus uses cutting-edge mmWave Terragraph technology to create a resilient mesh network connected to Pentanet wireless transmission towers, delivering high-speed wireless internet to a data point within your premises. neXus is an internet-only service, telephone services are not included.

### Pricing summary

| Plan type  | Hell Fast   |
|--|---|
| Minimum term   | 12 months   |
| Minimum monthly charge   | \$129   |
| Speed tier   | Unlocked<br>(See Speed section below for details) |
| Monthly data allowance   | Unlimited   |
| Set up fees  | \$0   |
| Total minimum cost<br>12-month contract<br>12 monthly charges                                      | \$1,548   |
| Early termination charges<br>7-12 months remaining in contract<br>1-6 months remaining in contract | \$800<br>\$550                                    |

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

### Availability

Pentanet neXus is only available if your premises has line of sight to our neXus network. Availability can be checked on our [website](#) and is indicative only.

### Requirements

To facilitate neXus connectivity, you require a Prism Edge Wi-Fi 6 Mesh router supplied by Pentanet. Prism Edge routers are included at no cost on 12-month contracts and must be returned to Pentanet in good working order upon service cancellation or a \$399 charge will apply.

Routers supplied by third parties and other internet service providers are not compatible with neXus network connectivity. For more information on routers and Wi-Fi coverage, refer to the section 'Performance in your premises'.

### Speed

neXus speeds are variable and maximum attainable throughput will differ among users. Typical speeds range from 200Mbps to 600Mbps.

### Hardware delivery

A Prism Edge device is supplied and installed at the time of neXus installation. Additional Prism Edge devices can be purchased for \$399 and used to extend Wi-Fi coverage around the premises.

If you choose to purchase any additional hardware, collection is free from our Perth office, or for \$15 we can post the device to your nominated address.

### Minimum term

Pentanet neXus is supplied on a 12-month fixed-term contract (early termination fees apply).

### Setup fees

12-month setup fee is \$0.

### Installation and other 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.

| Item   | Charge                   |
|--|--------------------------|
| Extension pole   | \$0                      |
| Brace bar  | \$0                      |
| Additional cabling - Applicable to ground floor installations or large, multi-storey premises. | \$0                      |
| Maintenance visit (customer at fault)  | \$55/half hr<br>\$110/hr |
| Elevated Work Platform Hire (4 hours)  | \$450                    |

Installation charges are subject to change without notice.

### Other charges

| Item                | Description   | Charge         |
|---------------------|---|----------------|
| Service hold charge | Applies when pausing a service, for a maximum period of 3 months. Service holds are available once per 12-month period. | \$40 per month |

### Service relocation

If you choose to move to a new address and wish to relocate your service, a \$299 relocation fee will apply. This fee covers a standard relocation only. Additional charges may apply, see the Installation 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.

### Cancellation and 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 neXus coverage, early termination fees will apply.

Cancellations are subject to:

- Early termination charges as outlined in the Pricing Summary.
- Additional charge of \$399 if the Prism Edge router is not returned to Pentanet in good working order.
- A 30-day billing 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.
- Minimum 90-day equipment removal period, external neXus equipment must remain powered and switched on during this time.

Regardless of your contract term, the hardware on your rooftop remains the property of Pentanet and must be collected within 90-120 days of service cancellation. If we are not granted and facilitated access to the property during this time, an additional fee of up to \$3,000 may be charged.

### Plan changes

Where available, 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.

## Service & Pricing (Continued)

### 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 your premises

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 neXus, this is the data point your Prism Edge connects to. You may purchase an additional Prism Edge to extend coverage around your premises. Alternatively, you may supply your own Wi-Fi device, however please note that our team will not be able to provide technical support for it.

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

Delivering the service and Wi-Fi around your home or 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 Wi-Fi coverage
-  Unsuitable user-supplied router or equipment
-  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 via the TIO [website](#).

### Useful links

Pentanet Shop: <https://pentanet.com.au/shop/>  
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/>