

About this Service

Pentanet provides symmetric 1000/1000Mbps fibre-optic connectivity for a premium, business-grade connection. This service comes with unlimited data usage and no on-peak or off-peak usage restrictions.

Requirements & Availability

Availability of this product depends on the location of the service address. A Pentanet representative will qualify the proposed address prior to proceeding with any application for service.

Minimum Term

The minimum term for a Pentanet Fibre1000 connection is 48 months.

Internet speeds may be affected by:

- 🏠 Whilst every effort is made to deliver to the customer speeds of 1000/1000Mbps, actual speeds cannot be 'guaranteed' due to a variety of factors as outlined below.
- 🏠 Actual speeds may vary due to your network connecting to the exchange, the type of equipment used to deliver the internet and broadcast signal throughout the premises (i.e. WiFi), local software and internet traffic.
- 🏠 The 1000/1000Mbps speeds can be split between up to four different devices. Each device will need to be rate limited so that the total amount of data being used at any time is limited to 1000/1000Mbps total.

Information About Pricing

Data Allowance Information

There are no data restrictions on this service.

Setup Fee

- 🏠 No set up fee is charged to establish a Fibre1000 connection.
- 🏠 Customers will need a router to deliver the internet. This may be purchased from Pentanet if needed, our range can be viewed through our website at <https://pentanet.com.au/shop/>.

Relocation and Cancellation Charges

- 🏠 The cost of relocating the service is \$4,400 inc GST and is subject to service availability at the proposed new address.
- 🏠 Customers withdrawing from a 24-month contract will be liable to pay out the entire contract amount remaining, calculated at the date of cancellation.

Monthly Charges and Minimum Cost

Service & Plan Type	Data Allowance	Monthly Charge	Total Cost	Minimum Charge
Fibre1000 48 month contract	Unlimited	\$1,100 + GST \$1,210 total	\$58,080	\$58,080

Other Information

Usage Information

Customers can obtain usage information by calling us on 08 9466 2670.

Customer Service Contact Details

We're here to help! Contact Pentanet Customer Service by calling (08) 9466 2670 during business hours Monday – Friday. Alternatively, catch us on our website live chat between 8am and 9pm daily at www.pentanet.com.au or send us an email to support@pentanet.com.au.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.pentanet.com.au/additional-resources.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.