



Information About the Service

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. nbn™ availability can be checked online using the [Pentanet nbn™ Checker](#). This service does not depend on a bundling arrangement with other telecommunications services.

Requirements

You will require a nbn™ ready modem/router to facilitate connectivity. You are welcome to provide your own, however It's important for you to know that if you bring your own, we can't provide technical support for it. For more information regarding modem/router requirements visit our FAQ [here](#).

Information About Pricing

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

Plan	NBN Basic		NBN Standard	NBN Standard Plus		NBN Premium	
Monthly charge	\$49	\$59	\$69	\$75	\$79	\$89	\$99
Monthly data allowance	200GB	Unlimited	Unlimited	500GB	Unlimited	500GB	Unlimited
On Peak: 8am - 12am	+	+	+	+	+	+	+
Off Peak: 12am to 8am	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Speed tier	Basic Evening Speed (nbn™ tier 12)		Standard Evening Speed (nbn™ tier 25)	Standard Plus Evening Speed (nbn™ tier 50)		Premium Evening Speed (nbn™ tier 100)	
Typical minimum speeds between 7pm-11pm	12Mbps		24Mbps	44Mbps		80Mbps	
Minimum charge (month-to-month contract, includes set up costs)	\$128	\$138	\$148	\$154	\$158	\$168	\$178
Minimum charge (24-month contract)	\$509	\$519	\$529	\$535	\$539	\$549	\$559
On-peak unit cost (per mb of data)	\$0.0002	N/A	N/A	\$0.0001	N/A	\$0.0002	N/A
Upfront fees	We'll let you know if any of the following charges apply: \$79 Setup fee (month-to-month contracts only) \$139 Pre-programmed NetComm modem/router (included for 24-month contracts) \$239 Pre-programmed Amplifi router (optional) \$15 Equipment delivery fee (or free pickup from our head office in Balcatta) \$300 New development charge if your premises is identified by nbn™ as being within the site boundary of a new development. \$165 HFC NTD charge if your premises is identified by nbn™ as within a HFC Coaxial service area \$165 FTTC charge if your premises is identified by nbn™ as within a FTTC service area						
Relocation fees	\$120 Service transfer fee						
Maximum early termination charges (month-to-month contract)	No early termination charge, subject to minimum charge above only						
Maximum early termination charges (24-month contract)	\$460 This is calculated at \$20 per remaining month of the contract. An additional charge of \$139 will apply if the modem/router is not returned to Pentanet in good working condition.						

We include pre-programmed wireless modem/routers with our 24-month contracts. Should you opt for a month-to-month contract and don't wish to bring your own modem/router, you may purchase one from us at an additional cost starting from \$139. Collection is free from our Balcatta head office or we can express post it directly to you for \$15.

Minimum Term

nbn™ plans are supplied on either a month-to-month contract with a minimum term of one month, or on a 24-month contract term (early termination fees apply). See the minimum total cost applicable in the Information about Pricing section.

nbn™ Fees

In this section Labour Rate means \$110 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and Materials means the cost of materials necessary to perform the relevant activity. The following fees may apply for nbn™ services:

Activity	Charge per Activity
Professional Splitter Installation at time of a Standard Installation	\$250 including first hour then \$110/hr after
Professional Splitter Installation not at time of a Standard Installation	Labour rate (min 3 hours) plus materials (min \$10)
Subsequent Installation	\$330 plus labour rate plus materials over and above initial standard installation
Equipment Modification (attendance at premises required)	Labour rate (min 3 hours)
Equipment Removal	Labour rate (min 3 hours)
Equipment Repair	Labour rate (min 3 hours)
No Fault Found (No Truck Roll Required)	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	Labour rate (min 3.5 hours) plus materials (min \$10)
Late Cancellation (Site visit required)	Labour rate
Missed Appointment	Labour rate
Restoration	Labour rate
Order Withdrawal Charge (for cancellation of order prior to provisioning)	\$99

Bill Payment Charges

We have a variety of payment options available. To set up direct debit through Ezidebit please complete the [online form](#). Alternatively, to set up direct debit through us please call (08) 9466 2670.

Payment Method	Charge
BPAY®	Free
Online via portal	Free
PayPal®	Free
Direct Debit (card only)	Free
Direct Debit (Ezidebit)	
Bank Account	Free
Visa/MasterCard	2.27% (min \$1.10)
Amex/Diners	3.6% (min \$1.10)
Failed Payment Fee	\$14.80

Billing

Bills are issued monthly via email and are subject to 14-day terms. The figures in this 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 such as data packs that were added during the previous billing period will appear on your next bill.

Plan Changes

You can change to another plan by contacting our team on the online chat. Plan changes can take effect immediately 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.

Other Information

Data Usage Information

You can find more information regarding data packs and usage via the [portal](#) or by contacting support via the chat window on our [website](#). Keep in mind, downloads plus uploads count towards your monthly data allowance. Should you wish to temporarily increase your data allowance for the month, you have the option to purchase data packs. Data packs are not recurring and will expire at the end of the billing cycle.

Customer Service

Contact Pentanet Customer Service by visiting our live chat on our [website](#). Alternatively, you can submit a ticket via our [portal](#); speak to a Pentanet representative by telephone Monday to Friday during business hours on (08) 9466 2670; or email support@pentanet.com.au.

Complaints

If you are dissatisfied with the outcome of your customer service request and if you wish to take the matter further, please follow our Complaints Escalation Process outlined [here](#).

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome after following the above process, you may contact the Telecommunications Industry

Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO [website](#).

Speeds

FTTN & FTB speeds are subject to the quality of the infrastructure not operated by Pentanet. Actual speeds to be confirmed once the service is active. Actual speeds vary due to many factors such as:

- 🏠 Set up at your premises (such as modem/router location and/or internal wiring);
- 🏠 The number of individual users at the premises using the service at the same time;
- 🏠 The type of technology available at your address
- 🏠 Hardware and software configuration;
- 🏠 Whether your device is connected by Wi-Fi rather than Ethernet cable;
- 🏠 The type/source of content being downloaded (including any content server limitations);
- 🏠 Limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use;
- 🏠 Current local nbn™ traffic

If your monthly plan does not include unlimited data and you exceed the monthly data allowance, your speed will be shaped to 512Kbps/256Kbps until the next billing cycle. This applies to both the on-peak and off-peak time frames. Keep in mind that once shaped, some applications may be unavailable or severely disrupted. No additional charges will apply for excess data usage.

Useful Links

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/>

Information is current as of 15/11/2018, is subject to change without notice and all prices quoted include GST

© Registered to BPAY Pty Ltd ABN 69 079 137 518

© 2009 PayPal, Inc. All rights reserved. PayPal and the PayPal logo are trademarks of PayPal, Inc. Other names, trademarks and brands are the property of their respective owners.

nbn™, nbn.co and other nbn™ logos and brands are trademarks of nbn.co limited and used under licence.

Doc ID No: C0011	Doc Title: Critical Information Summary: Pentanet nbn	Revision No: 2.0	Effective Date: 15/11/2018	Next Revision Date: 30/06/2019
------------------	---	------------------	----------------------------	--------------------------------