



## Information About the Service

Pentanet's private network is a high-performance wireless network, servicing areas within Perth in Western Australia. Pentanet seeks to service areas in which people struggle to receive a well-functioning Internet connection through traditional means, with no current access to the nbn™. When the nbn™ has been rolled out to those areas, Pentanet can seamlessly move users from a fixed wireless plan to a competitive nbn™ plan if requested. Each fixed wireless connection requires a site survey prior to installation. This is free of charge and helps to ensure quality of service for all our customers.

### Availability

Pentanet's Fixed Wireless availability depends on whether your premises has line of sight to our transmitters. Availability can be checked by submitting your details using our online [Check your Address](#) form. Once the site survey is complete, we will advise you whether you can be connected. This service does not depend on a bundling arrangement with other telecommunications services.

## 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	Flame			Bonfire		Blaze			Inferno	
Monthly charge	\$79.95	\$89.95	\$99.95	\$109.95	\$129.95	\$94.95	\$104.95	\$114.95	\$124.95	\$144.95
Monthly data allowance	250GB	350GB	500GB	700GB	1000GB	250GB	350GB	500GB	700GB	1000GB
On Peak: 8am – 12am	+	+	+	+	+	+	+	+	+	+
Off Peak: 12am to 8am	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Speed tier	Maximum of 50Mbps/10Mbps			Maximum of 50Mbps/20Mbps		Maximum of 100Mbps/10Mbps			Maximum of 100Mbps/20Mbps	
Typical minimum speeds between 7pm-11pm	46Mbps			46Mbps		TBA			TBA	
Minimum charge (month-to-month contract, includes set up costs)	\$479.95	\$489.95	\$499.95	\$509.95	\$529.95	\$494.95	\$504.95	\$514.95	\$524.95	\$544.95
Minimum charge (24-month contract, includes set up costs)	\$334.95	\$344.95	\$354.95	\$364.95	\$384.95	\$349.95	\$359.95	\$369.95	\$379.95	\$399.95
On-peak unit cost (per mb of data)	\$0.0003	\$0.0003	\$0.0002	\$0.0002	\$0.0001	\$0.0004	\$0.0003	\$0.0002	\$0.0002	\$0.0001
Installation fees	We'll let you know prior to installation which of the following charges will apply: \$200 Standard installation/relocation \$300 Installation requiring a pole \$250 2-storey installation with cabling to top floor \$300 2-storey installation with cabling to ground floor \$350 2-storey installation with pole and cabling to top floor \$400 2-storey installation with pole and cabling to ground floor					\$300 Commercial installation \$110 Additional installation hourly rate \$250 Installation with brace bar \$350 Elevated Work Platform Hire (4 hours) \$55 Missed appointment (installer on site)				
Additional Equipment (optional)	\$139 Pre-programmed NetComm NF18ACV modem/router \$239 Pre-programmed Amplifi HD router \$189 Ubiquiti Amplifi Mesh extender					\$200 620mm antenna rental* \$450 620mm noise filtering antenna rental*				
Additional fees	\$200 Month-to-month plan (once-off fee) \$110/hr Call-out fee/maintenance (customer at fault)					\$25 Off-net service hold fee \$15 On-net service hold fee				
Maximum early termination charges (month-to-month contract)	If Pentanet Pty Ltd is not granted and facilitated access to the property to re-collect the hardware within 2 weeks of the cancellation date, a \$300 charge will apply.									

### Requirements

You will require a 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 router requirements visit our FAQ [here](#).

You may purchase a router from us at an additional cost starting from \$139. Our support staff will pre-program it for you prior to installation to enable you to achieve immediate internet connectivity once the installation is complete.

### Minimum Term

Pentanet Fixed Wireless 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.

Maximum early termination charges (24-month contract)	An early termination charge of \$200 will apply if a customer terminates their service prior to their 24-month term, provided that Pentanet Pty Ltd is granted access and facilitation to the property to re-collect the hardware within 2 weeks of the cancellation date.  If Pentanet Pty Ltd is not granted and facilitated access to the property in the 2-week time-frame, a \$300 charge will apply.  If cancelling contract within 12 months in order to transfer onto Pentanet nbn™, the above fees apply. However, if cancelling after 12 months in order to transfer onto Pentanet nbn™, the early termination charge is reduced to \$55 providing Pentanet Pty Ltd is granted access and facilitation to the property to re-collect the hardware within 2 weeks of the cancellation date.
	Note that additional Pentanet nbn™ setup costs may apply depending on the contract option selected.

\* All antennas remain the property of Pentanet Pty Ltd.

### 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.

### 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](mailto: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

Speeds are subject to line of sight to our transmitters. Actual speeds vary due to many factors such as:

- 🏠 Set up at your premises (such as modem location and/or internal wiring);
- 🏠 The number of individual users at the premises using the service at the same time;
- 🏠 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;
- 🏠 Loss of line of sight to transmitter;
- 🏠 Current wireless traffic to the transmitter you are linked to.

If your monthly plan does not include unlimited data and you exceed the monthly data allowance, your speed will be shaped to 1Mbps/1Mbps 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/>  
 Power cycling: <https://pentanet.com.au/powercycle>