



Information About the Service

Pentanet has teamed up with LBNCo to deliver broadband internet to buildings and estates in Perth. LBNCo is privately-owned and provides network infrastructure for new developments and retirement villages who choose to install LBNCo rather than nbn™.

This high-speed broadband service is delivered to the Network Boundary Point of your premises using fibre technologies such as FTTP and HFC.

Availability

Pentanet's LBNCo service may not be available in all areas or premises. Availability can be checked by contacting us. This service does not depend on a bundling arrangement with other telecommunications services.

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](#).

We include pre-programmed wireless routers with our 24-month contracts. Should you opt for a month-to-month contract and don't wish to bring your own 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

Pentanet's LBNCo 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.

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	LBNCo Basic	LBNCo Standard	LBNCo Standard Plus	LBNCo Premium
Monthly charge	\$59	\$79	\$89	\$99
Monthly data allowance	Unlimited	Unlimited	Unlimited	Unlimited
Speed tier	Basic Evening Speed (LBNCo tier 12)	Standard Evening Speed (LBNCo tier 25)	Standard Plus Evening Speed (LBNCo tier 50)	Premium Evening Speed (LBNCo tier 100)
Typical minimum speeds between 7pm-11pm	12Mbps	24Mbps	44Mbps	80Mbps
Minimum charge (month-to-month contract, includes set up costs)	\$148	\$168	\$178	\$188
Minimum charge (24-month contract)	\$258	\$278	\$288	\$298
On-peak unit cost (per mb of data)	N/A	N/A	N/A	N/A
Upfront fees	We'll let you know if any of the following charges apply: \$89 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) \$330 New development charge for new FTTP premises with no previous LBNCo connection \$110 Fibre service activation fee (where onsite attendance is required)			
Relocation fees	\$120 service relocation 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)	\$199 if cancelling within 12 months \$99 if cancelling after 12 months An additional charge of \$139 will apply if the modem/router is not returned to Pentanet in good working condition.			

Pentanet LBNCo Fees

The following fees may apply for Pentanet LBNCo services:

Activity	Charge per Activity
Onsite attendance during a business day - No fault found	\$149
Onsite attendance outside business hours	\$270
Labour (Business Day)	\$33/15min
Labour (Non-Business Day)	\$54/15 min
Order withdrawal (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

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 LBNCo 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 LBNCo traffic

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/>