



Information About the Service

Pentanet's Apartment Broadband service uses our own private, high-performance wireless network to deliver the internet to your apartment building and to your premises.

Availability

This service is only available within Pentanet Broadband-enabled apartment buildings. Availability can be checked by submitting your details using our online [Check your Address](#) form. 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](#).

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	Villa	Highrise	Skyscraper
Monthly charge	\$77	\$99	\$149
Monthly data allowance	Unlimited	Unlimited	Unlimited
Speed tier (Download/Upload)	Maximum of 50Mbps/50Mbps	Maximum of 100Mbps/100Mbps	Maximum of 200Mbps/200Mbps
Minimum charge (month-to-month contract, includes set up costs)	\$187	\$209	\$259
Minimum charge (24-month contract)	\$377	\$399	\$449
On-peak unit cost (per mb of data)	N/A		
Upfront fees	We'll let you know if any of the following charges apply: \$110 Setup fee (month-to-month contracts only) \$150 Network Termination Device (NTD) installation \$139 Pre-programmed NetComm modem/router (included for 24-month contracts) \$239 Pre-programmed Amplifi router (optional)		
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)	If cancelling within 6 months a \$300 fee applies If cancelling after 6 months a \$200 fee applies An additional charge of \$139 will apply if the modem/router is not returned to Pentanet in good working condition.		
Additional Fees	\$110/hr Call-out fee/maintenance (customer at fault)		

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.

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 router, you may purchase one 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 Apartment Broadband 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.

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.

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

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;
- 🏠 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;

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/>