

Pricing Summary

Minimum 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 On Peak (8am to 12am) + Off Peak (12am to 8am)	250GB + Unlimited	350GB + Unlimited	500GB + Unlimited	700GB + Unlimited	1000GB + Unlimited	250GB + Unlimited	350GB + Unlimited	500GB + Unlimited	700GB + Unlimited	1000GB + Unlimited
Speed tier	Up to 50Mbps/10Mbps			Up to 50Mbps/20Mbps		Up to 100Mbps/10Mbps			Up to 100Mbps/20Mbps	
Typical minimum speeds Between 7pm-11pm	46Mbps			46Mbps		TBA			TBA	
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
Minimum charge on first invoice (month-to-month contract) Based on one monthly charge plus month-to-month charge and standard installation charge	\$479.95	\$489.95	\$499.95	\$509.95	\$529.95	\$494.95	\$504.95	\$514.95	\$524.95	\$544.95
Minimum charge on first invoice (24-month contract) Based on one monthly charge plus standard installation charge	\$279.95	\$289.95	\$299.95	\$309.95	\$329.95	\$294.95	\$304.95	\$314.95	\$324.95	\$344.95
Total minimum charge over 24-month contract term Based on 24 monthly charges plus standard installation charge	\$2,118.80	\$2,358.80	\$2,598.90	\$2,838.80	\$3,318.80	\$2,478.80	\$2,718.80	\$2,958.80	\$3,198.80	\$3,678.80

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

Information About the Service

Service description

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 [Address Check](#). 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.

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 Pricing Summary.

Information About Pricing

Please refer to the Pricing Summary.

Installation Charge

Installation charges will be billed upon on your first invoice. On the day of installation, our team will provide you with an electronic quote advising which (if any) of the following charges will apply:

Installation type	Charge
Standard residential installation or relocation	\$200

Commercial installation	\$300
Extension pole	\$100
Brace bar	\$50
Additional cabling Applicable to ground floor installations or large premises	\$100
Router setup fee If you request us to set up a router you provide	\$20
Additional parameters Conduit, raked ceiling, architectural issues	\$110/hr
Elevated Work Platform Hire 4 hours	\$350
Missed appointment Installer on site	\$55

Other Charges

Item	Application	Charge
Month-to-month fee	Once off fee, applicable to month-to-month contracts. Charged on first bill.	\$200
Call-out charge (customer at fault)	Hourly labour rate for on-site attendance if fault lies with customer.	\$110/hr
Service hold charge	Monthly charge, applicable when temporarily pausing a service. We'll let you know which charge applies.	\$15/\$25 per month
620mm antenna rental*	Once-off rental fee for the use of a 620mm antenna	\$200
620mm noise filtering antenna rental*	Once-off rental fee for the use of a 620mm noise filtering antenna	\$450

* All antennas remain the property of Pentanet Pty Ltd.

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.

Service Relocation

If you choose to move to a new address and wish to relocate your service, you will be required to pay an installation charge. If you applied for a 24-month contract term, early termination fees will apply if your reason for cancelling the service is that you are moving, even if this service is not available at your new address.

Early Termination Charges

When you receive a Fixed Wireless service from Pentanet Pty Ltd, the hardware remains the property of Pentanet and must be collected within two weeks of service cancellation. If we are not granted and facilitated access to the property during this time, a \$300 fee will apply. This applies to all contract terms, including month-to-month. The following early termination charges apply:

Contract term	Charge
Month-to-month	No early termination charge, providing hardware is collected.
24-month	\$200, providing hardware is collected

If cancelling a 24-month contract within the first 12 months to transfer onto Pentanet nbn™, the above fee applies. If cancelling after 12 months in order to transfer onto Pentanet nbn™, the early termination charge is reduced to \$55 providing Pentanet hardware is collected. Keep in mind that additional Pentanet nbn™ setup costs may apply depending on the contract option selected.

Billing

Bills are issued on the first day of each month via email and are subject to 14-day terms. The figures in the Pricing 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 that were added during the previous billing period will appear on your next bill.

Receiving your bills

Your bills will be sent to the email address nominated on your service application. To update these details, view your payment history, or retrieve copies of previous bills, you can do so in our [portal](#).

Paying your bill

We have a variety of payment options available. Payment details will be on your monthly bill and can also be found in the [portal](#). Most of our accepted payment methods are free to use, however direct debit using a debit/credit card through Ezidebit will incur additional third-party charges.

Payment Method	Charge
BPAY®	Free
Online via customer portal by card or 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	\$21.90

Direct debit

To set up direct debit through Ezidebit please complete the [online form](#). Please ensure you set the transfer date to no later than 14 days after invoice to avoid any credit management action. Alternatively, to set up direct debit through us please login to the [portal](#) and enter your details, or call (08) 9466 2670 during business hours.

Discounts

If you are receiving a discount for a product or service from us, you'll see this appear as a credit on your bill.

Other Information

Data usage

We will notify you via email when you reach 50%, 85% and 100% of your monthly data allowance. Keep in mind these notifications could be delayed up to 48 hours. Should you wish to unsubscribe from all usage notifications please [contact us](#). You can also view your monthly and daily usage, as well as current usage breakdown via our [portal](#). Knowing how much data online activities can use, may also help you with managing spend. The below guide may be of assistance. Please note that these are approximate values, so your actual usage could be far greater.

Activity	Data used
Emails	500KB per email
Photos/Documents	850KB per image
Streaming Video	300MB – 7GB per hour
Streaming Audio	25-150MB per hour
Internet browsing	10-50MB per hour
Online gaming	100MB-1GB per hour

Downloads & uploads

Download refers to when information is received by your device from somewhere else. For example, when you open a website or stream a video, the data is downloaded to your device before being opened or played. Upload refers to when you send data from your device to somewhere else. For example, when you post content to social media or send an email. Most people download more than they upload. It's important to note that for Pentanet services, your total usage is the combination of both downloads and uploads.

Shaping

If you exceed your monthly data allowance, you won't be billed for any excess usage. However, speeds will be shaped to 1Mbps/1Mbps until the next billing cycle. This shaping applies to both the on-peak and off-peak time frames. Once shaped, some applications may be unavailable or severely disrupted.

Data packs

Data packs are available for purchase to temporarily increase your data allowance for the month. These are helpful if you have exceeded your monthly data allowance however would prefer not to change your plan. Data packs can be purchased through the [portal](#) or via the live chat on our [website](#).

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 Handling Process](#).

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](#).

Fair Use Policy

You must comply with our Fair Use Policy and not use the service in a manner which is unreasonable, unfair or unacceptable as defined in the Policy. We may act if you breach the Fair Use Policy, including suspending or cancelling your service.

Factors affecting performance in the home

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.

Improving performance in the home

To improve performance, we recommend placing your modem/router in a central position, away from electric appliances and connecting your devices via Ethernet cable where possible.

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/>