



Pricing Summary

Minimum monthly charge	\$77	\$99	\$149
Monthly data allowance	Unlimited	Unlimited	Unlimited
Speed tier <i>Download/upload</i>	Up to 50Mbps/50Mbps	Up to 100Mbps/100Mbps	Up to 200Mbps/200Mbps
Minimum charge on first invoice (month-to-month contract) Based on one monthly charge plus setup charge	\$187	\$209	\$259
Minimum charge on first invoice (12-month contract) Based on one monthly charge	\$77	\$99	\$149
Minimum charge on first invoice (24-month contract) Based on one monthly charge	\$77	\$99	\$149
Total minimum charge over 12-month contract term Based on 12 monthly charges	\$924	\$1,188	\$1,788
Total minimum charge over 24-month contract term Based on 24 monthly charges	\$1,848	\$2,376	\$3,576

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 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 [Address Check](#). 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 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 in the Pricing Summary.

Information About Pricing

Please refer to the Pricing Summary.

Setup charges

Setup charges will be billed upon on your first invoice. We'll let you know prior, if any of the following charges will apply:

Item	Charge
Setup fee Month-to-month contracts only	\$110
Optional pre-programmed NetComm modem/router Month-to-month and 12-month contracts only, included with 24-month contracts	\$139
Equipment delivery fee Free pickup from our Balcatta office is also available	\$15

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 charges

Item	Application	Charge
Call-out charge Customer at fault	Hourly labour rate for on-site attendance if fault lies with customer.	\$110/hr

Early termination charges

We include a NetComm modem/router as part of our 24-month contracts. An additional \$139 will be charged in addition to the fees below if this is not returned in good working condition. The following early termination charges may apply:

Contract term	Months remaining	Charge
Month-to-month	No early termination charge applicable	
12-month	1-6	\$100
	7-12	\$150
24-month	1-6	\$200
	7-24	\$300

Service Relocation

If you applied for a 12 or 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.

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

You can 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.

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

Your speed or performance may be reduced by 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;

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/>