

Business Mobile Broadband (MBB) Casual Month by Month									
Minimum term 1 month									
Service Description	This Service is a mobile data SIM only service that allows a mobile broadband data only service. You can request a new mobile phone number or transfer an existing Australian mobile number. This plan also allows you to carry over unused data to the next month.								
Plan Name	Pennytel Business MBB	Pennytel 5G Business MBB							
	15GB	29GB	40GB	65GB	100GB	120GB	150GB	180GB	400GB
Minimum Monthly Charge inc gst	\$21	\$27	\$29	\$35	\$42	\$50	\$52	\$56	\$65
Data Banking	500GB	1,000GB	1,000GB	1,000GB	1,000GB	1,000GB	1,000GB	1,000GB	1,000GB
Maximum upload / download speed	100 / 100 Mbps *					250 / 250 Mbps*			
Plan Exclusions	No Calls, SMS, or MMS								
International Roaming	Not available								
Maximum Early Termination Charge	There are no Early Termination Charges however if you cancel your plan or transfer your number to a new provider you will not receive credits for any unused days remaining in your current bill cycle.								

* This is the maximum potential download speed. Typical conditions, speeds may often be slower and will vary due to factors such as location, device capabilities distance from the base station conditions, hardware and software configuration and download/upload destinations.

Information about this Service

Additional Data

Where all your included data has been used, an Auto Data bolt-on will add 2GB of data for \$10 each to your plan. A maximum of 5 Auto Data bolt-on plans will be applied each billing period. After the 5th Auto Data bolt-on has been depleted in a billing period, if you require further data you can purchase "Manual Data" bolt-ons in increments of 1GB for \$10 each for up to 5 manual bolt ons by contacting our customer service team.

Data Banking

At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The maximum amount of data that can be banked is as listed in the above table. Any unused data from your data top up will be carried forward into your data bank. Your banked data will remain if you upgrade to a higher-cost monthly plan. Any data in your data bank is forfeited if your mobile plan is downgraded to a lower-cost monthly plan. If a service is suspended, it will retain its banked data, but it will not accumulate more data each month it remains suspended. Data Banking is for domestic use only and cannot be used if the service roams outside of Australia

Annual Price Review

From time to time, we may make changes to your plan. The changes can be to the price and / or inclusions within your plan, or we may move you to a new plan. These

changes can be to align pricing to CPI or be due to costs, inclusions and plan changes passed onto us by our upstream network and wholesale providers. Where these changes have a detrimental impact to you, we will give you a minimum of 14 day's notice before making the changes.

Promotions and Special Offers

This summary does not include any special offers or promotions that may be offered on these plans, such as discounts or bonus data.

Offer Conditions

This service is not available for telemarketing, call centre functions and similar uses. Usage is subject to the Acceptable Use Policy, you must comply with our [Acceptable Use Policy](#) to use this service.

Offer Limitations

This service does not support calls and SMS/MMS to satellite numbers, premium numbers eg 19xx numbers, Sensis (1234,12455,12456). Data allowances will expire at the end of each billing period.

Restrictions

This plan is only for use within Australia; your inclusions cannot be used overseas. The service provides 4G coverage reaching at 98% of the Australian population and at least 75% with 5G. 5G access to the 5G network requires a 5G enabled plan and

compatible device. Use our coverage map pennytel.com.au/coverage to check if the service is available at the location where you would usually use the service.

Service details and Coverage

Pennytel Australia Pty Ltd uses the Telstra Wholesale Mobile Network. The Telstra Wholesale Mobile Network coverage reaches more than 98.8% of the Australian population with 4G or 5G and covers more than 1.6m square kilometers of the Australian landmass. The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G. Use our coverage map pennytel.com.au/coverage to check if the service is available at the location where you would usually use the service.

Service Provider

Pennytel acts as a reseller and uses part of the 5G, 4G VoLTE mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, Pennytel is responsible for providing the service to you and is not affiliated with or related to the principal carrier

Equipment

To use this Service, you will need to bring your own compatible mobile device which must be unlocked and must support both 4G LTE (Band 28) and will need VoLTE emergency calling capability to stay connected to our network. 5G network access requires a compatible mobile phone and is only available in selected areas. To use this service, you will need to bring your own compatible device which must be unlocked

Billing Information

Billing Date, Period, Notice and Amount

You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated be that via email or regular paper mail. Current customers that have elected to receive their bill in paper format via regular mail, a fee of \$3.00 inc gst will be applied to your account. All new customers joining Pennytel will receive their invoice electronically and will require a valid email address.

You may access your Pennytel account online via our website portal where you can track your usage and nominate your direct debit payment method. Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer your number to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts that you have paid.

Service Activation Date and First Bill Charges

Service charges begin from the day you activate your sim card. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill maybe higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

Payments

You will pay your monthly recurring charges plus any usage not included in your plan by Direct Debit, Credit Card, BPAY or Australia Post Billpay by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment

process fees. Other payment methods and associated processing fees can be found on our website: <https://pennytel.com.au/faq/what-payment-methods-do-you-accept/>

If your payment is not received on or before the due date, a late payment fee of \$10.00 may apply. If you are experiencing any financial hardship, our Payment Assistance Policy and form is located on our website under "Help & Support" or contact our team for options available to you.

Changing Your Plan

You can change to a plan of higher or lower value, there is no charge to change your plan, and the change will take effect the last day of the current billing cycle. Should you wish to change before this date you will be billed for the full plan plus a month in advance, note you will not receive a refund for any amounts that you have paid for in advance on your previous plan.

Cancelling your Pennytel Service

If you are taking your mobile number to another provider, you do not need to contact Pennytel as the service will stop billing with Pennytel once your number is active with your new provider. If you no longer need your mobile service, you must contact Pennytel to disconnect your service. You will continue to be billed for the service until you contact us to cancel your service. Note you will not receive credits or refund for any amounts that you have paid for in advance or for any unused days remaining in your current billing period.

Typical download speeds

This is the maximum potential download speed. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. Check your plan in above table for maximum potential download speed and speed cap.

Customer Service contact details 1300 232 888

Monday to Friday	9am-5pm AET,
Saturday & Sunday	Closed

or by emailing support@pennytelcorporate.com.au

How to access our dispute resolution process

If there is something you are not happy with or you would like to make a complaint, please read our [Complaints Handling Policy](#). You can also contact us on 1300 232 888.

TIO contact details

If you are not satisfied with the resolution of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058. For full details, visit www.tio.com.au/contact-us

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