

## Critical Information Summary

### Pennytel Plant Grow Pick

### Mobile Plans



Service Description	The service provided under your plan is a mobile phone service that allows you to make and receive calls, send and receive SMS/MMS, and access mobile data in Australia. You can request a new mobile phone number or transfer an existing Australian mobile number. A sim card is provided at no extra cost		
Minimum term(s)	1 month		
Plan Name and Monthly Data Inclusions	90GB	120GB 5G	180GB
Min Monthly Charge	\$60.00	\$65.00	\$75.00
Data Banking	Up to 500GB		
Calls/SMS In Australia to landlines, AU mobiles, 13/1300/1800 and voicemail	Unlimited		
MMS Photo In Australia to AU mobiles	Unlimited		
MMS Video In Australia to AU mobiles	<a href="#">PAYG rates</a> apply.		
International Calls/SMS	Unlimited calls and SMS from Australia to landline and mobiles within the following listed countries:  China, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.		
International MMS	<a href="#">PAYG rates</a> apply.		
Call forwarding In Australia to AU fixed lines and mobiles	Unlimited		
Early Termination Charges	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 billing period.		

\* Note: Download speeds on 5G are capped at 250Mbps, this is the maximum potential download speeds, further information within the Critical Information Summary

## Information about this service

### Additional Data

Once your included data has been used, your service will automatically access any data that you have available in your data banking. "Auto Data" Bolt-On for 2GB and "Manual Data" bolt-on of 1GB are each available for \$10 per block. These bolt-ons will be charged onto your next invoice. You will also receive notifications at 50%, 85% and 100% of top up usage. Any unused data from your data top up by the end of the bill cycle will be carried forward into your data bank.

### International Roaming

International roaming is available in 57 select countries. To see which countries are eligible please go to [International Roaming and Travel Packs](#). A daily roaming pack gives you unlimited calls and texts plus 200MB of data for \$10 per day.

Once you arrive in an eligible country you will receive an sms notification advising to use your mobile service overseas you will need to opt-in via SMS to activate an International Roaming pack. You will need to send the word ROAM as an sms to 179. Once your international roaming pack has been enabled it will expire at midnight AEST after a continuous 24 hour block.

There will be no SMS prompts to remind you to activate a

new pack and your International Roaming pack does not automatically renew each day. To add another pack after you have consumed all the data or after expiry, sms ROAM to 179

You will receive an sms notifications to let you know when you have used 50%, 85%, 95% and 100% of your data inclusion. Information may be up to 48 hours old.

### 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 500GB. If you upgrade to a higher-cost monthly plan the balance of your data bank will be transferred to that plan. If you downgrade to a lower cost plan, the balance of your data bank is forfeited.

Data Banking is for domestic use only and cannot be used if the service roams outside of Australia.

### Offer Limitations

This plan is for use in Australia. International calls, SMS and MMS to a country not listed in the table above will be charged at [PAYG rates](#). Non-standard calls and SMS/MMS (such as directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS etc.) will be charged at [PAYG rates](#). Calls to some SENSIS numbers (1234, 12455 and 12456), International Directory Assistance (1225) and premium numbers (i.e. 1900) are not supported.

## 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 3G\*, 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](https://pennytel.com.au/coverage) to check if the service is available at the location where you would usually use the service. \* At end June 2024 3G network services will cease.

## Typical download speeds

4G: 2Mbps – 100Mbps and 5G: 10 Mbps– 250Mbps.

5G requires a 5G compatible device and enabled plan.

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.

## Offer Conditions

To use this service, you must activate your SIM card within 2 months of ordering. Any unused monthly inclusions expire each month and cannot be carried forward. You must comply with our [Acceptable Use Policy](#) to use this service.

## 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.

## Service Provider

Pennytel Australia Pty Ltd (ABN 12 166 566 632) acts as a reseller and uses part of the 5G, 4G and 3G 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 support 3G 850MHz. And, for access to the 4G service, your device must also support both 4G 1800MHz and 4G 700MHz bands. 5G network access requires a compatible mobile phone and is only available in selected areas

## Changing Your Plan

You can change to a plan of higher or lower value by calling our Support Team. There is no charge to change your plan and your 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.

## Annual Price Review

Our mobile plans include an annual price review and may increase in line with CPI each year. CPI Measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for the full year to March quarter and any

increase will be rounded to the nearest dollar and will take effect as soon as practicable after the end of the financial year, but no later than the September billing cycle. We'll let you know before any changes take effect.

## 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 PGP will receive details of your service usage and amount owing. In the pay day following receipt of the bill, PGP will deduct the monthly plan fee from your gross salary.

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

Plant Grow Pick with your approval and on your behalf will process a payment from your salary to Pennytel on the 1st or 2nd day of each month.

## Other Information

### Access to call and data usage information

You can check your data usage balance via your mobile handset by dialling \*159# and press the call button. You will receive SMS notifications when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will also get an SMS each time a data top-up is added.

### Customer Service contact details

Support: 1300 758 758 Monday to Friday 9am-5pm AET

### 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 758 758.

### 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](https://www.tio.com.au/contact-us)

### Full legal terms and conditions

This document is a summary only. Full legal terms and conditions are available on [pennytel.com.au/legal](https://pennytel.com.au/legal).

The above information is based on the standard service offering and is only a summary. On occasion, Pennytel Australia, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.