CRITICAL INFORMATION SUMMARY

Pennytel Fixed Line NBN Residential Plans

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's Fixed Line NBN Residential Plans. It is a summary only. Read it together with Pennytel's **General Terms**, **Standard Form of Agreement**, applicable rate schedules and policies at **pennytel.com.au/legal**.

1. Information about the service

Pennytel Fixed Line NBN Residential Plans provide **unlimited residential broadband** over the National Broadband Network. This CIS applies to fixed-line nbn access technologies only: **FTTN, FTTB, FTTC, FTTP and HFC**. It does **not** apply to nbn Fixed Wireless services. Your address determines which nbn technology and speed tiers are available. Check service availability before signing up at www.pennytel.com.au or by calling **1300 232 888**

Item	Summary
Minimum term	1 month. These plans are casual month-to-month services.
Minimum total cost	One month of the selected plan charge shown below
Maximum monthly charge	**Not calculable.** Your monthly cost may exceed the plan charge if you incur additional charges, including optional Static IP, modem purchase costs, nbn New Development Fees, nbn Missed Appointment Fees, paper bills, late payment fees or other applicable charges
Early termination charge	**$0.** No early termination charge applies. If you cancel or transfer your service, you will not receive a refund or credit for unused days remaining in your current billing period
Activation & setup	**$0**
Equipment required	BYO compatible modem/router. A Pennytel-supplied modem may be purchased separately.

2. Plans, Pricing & Charges

All prices include GST.

If your connection cannot support the speed tier you have selected and this cannot be fixed, Pennytel will explain your options. These may include moving to a lower-speed plan or cancelling without penalty.

Speed tier	Available technologies	Typical evening download/upload speed*	Monthly charge
nbn 12/1	FTTN, FTTB, FTTC, FTTP, HFC	12 Mbps / 1 Mbps	$79
nbn 25/10	FTTN, FTTB, FTTC, FTTP, HFC	25 Mbps / 9 Mbps	$79
nbn 50/20	FTTN, FTTB, FTTC, FTTP, HFC	50 Mbps . 20 Mbps	$87
nbn 100/20	FTTN, FTTB, FTTC	100 Mbps / 20 Mbps	$92
nbn 500/50	FTTP, HFC, HFC	500 Mbps / 42 Mbps	$92
nbn 100/40	FTTN, FTTB, HFC	100 Mbps / 40 Mbps	$104
nbn 250/100	FTTP, HFC	236 Mbps / 94 Mbps	$104
nbn 750/50	FTTP, HFC	750 Mbps / 45 Mbps	$110
nbn 1000/100	FTTP, HFC	890 Mbps / 96 Mbps	$114
nbn 500/200	FTTP	491 Mbps / 200 Mbps	$139
nbn 1000/400	FTTP	890 Mbps / 340 Mbps	$159

*** Typical evening download speeds** are measured during the busy period of 7:00pm to 11:00pm each day and are updated on an ongoing basis. Actual speeds may be lower and vary due to factors including your nbn technology, line distance, equipment, in-home wiring, Wi-Fi conditions, network congestion and the destination of the traffic. Wi-Fi connections are typically slower than wired connections.

Included in all plans

All plans include:

- unlimited fixed-line nbn broadband on the selected speed tier;
- standard self-install activation where available;
- customer support during Pennytel's published support hours.

Unlimited inclusions are subject to Pennytel's **Acceptable Use Policy**.

3. Additional charges and exclusions

Item	Charge
Activation / Setup	**$0** for standard activation
nbn New Development Fee	**$300** incl GST where charged by nbn co
nbn Missed Appointment Fee	**$77** incl GST where charged by nbn co
Static IP	Optional, **$3 per month incl GST**
Pennytel supplied modem	Optional outright purchase, options **from $99 plus delivery**
Late Payment Fee	**$10.00** may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	**$3.00** per bill

Static IP and CG-NAT

Pennytel NBN services use **CG-NAT** by default. A **Static IP** may be needed for services such as self-hosted servers, port forwarding or some remote-access devices. A additional charge is applicable.

Services not included

Pennytel Fixed Line NBN Residential Plans do **not** include:

- a modem/router, unless separately purchased;
- a voice or telephone service;
- battery backup; or
- Priority Assistance.

4. Power outages, emergency calling and connected devices

This broadband service does **not** include a voice or telephone service.
If you use a separate internet-based phone or VoIP service over your Pennytel NBN connection, it may not work during a:

- power outage;
- broadband or nbn network outage;
- equipment failure; or
- loss of internet connectivity.

This may prevent you from calling **000** using that separate phone service.
If you or another person relies on uninterrupted access to emergency calling, maintain an appropriate alternative means of communication, such as a charged mobile phone.

Medical alarms, security alarms and other connected devices

Before connecting to an nbn service, check with your provider of any medical alarms, security alarms or other connected devices whether the device will work over the nbn network and during a power outage.

5. Billing, usage information and itemised bills

- Pennytel Fixed Line NBN Residential Plans are **postpaid services**.
- Charges and inclusions are metered on a monthly billing cycle from the **28th of each month to the 27th of the following month**.
- Service charges start from the day your service is activated. If your service is activated part-way through a billing cycle, your first bill may include a **pro-rata charge** for the period from your activation date to the 27th of that month; and the next month's plan charge in advance. This means your first bill may be higher than your standard monthly plan charge.
- Invoices are generally issued after the billing cycle starts and sent to your nominated email address. Direct debit from a bank account or payment card is Pennytel's default payment method.
- You can access available account, bill and service information through the Pennytel Customer Portal.
- You may request an itemised bill for any current or past billing period. Pennytel provides itemised bills by email at no charge. If you request a printed and mailed itemised bill, Pennytel may charge a paper bill fee where that fee has been disclosed to you and is permitted by law.
- See Pennytel's **Billing & Refunds Information**, **Payment Assistance Policy** and other applicable policies at **www.pennytel.com.au/legal** .

6. Changes, support and complaints

Pennytel may change prices, terms, services or offers in accordance with its General Terms and applicable law. Where Pennytel reasonably considers that a change is likely to have more than a minor adverse impact on you, Pennytel will provide at least **14 days' written notice** before the change takes effect, unless a shorter notice period is permitted or required under the General Terms or applicable law.

Contact Pennytel

- **Phone:** 1300 232 888, Monday to Friday, 9:00am–5:00pm AET
- **Email:** support@pennytel.com.au
- **Website chatbot:** Penny is available on the Pennytel website
- **Customer Portal:** Existing customers may contact Pennytel directly through the portal

Complaints

If you have a complaint, contact Pennytel:

- **Email:** complaints@pennytel.com.au
- **Phone:** 1300 232 888

Pennytel will handle complaints in accordance with its **Complaints Handling Process — Including Network Outage Complaints**. If you are not satisfied with how Pennytel has handled your complaint, you may contact the **Telecommunications Industry Ombudsman**, a free and independent dispute resolution service:

- **Phone:** 1800 062 058
- **Online:** tio.com.au

7. Other important information

Service provider

Pennytel Australia Pty Ltd (ABN 12 166 566 632) supplies the retail broadband service. Carriage is provided over the **National Broadband Network** operated by **NBN Co Limited**.

Priority Assistance and Customer Service Guarantee

Priority Assistance is not available for Pennytel Fixed Line NBN Residential Plans.
The Customer Service Guarantee does not apply to broadband services.

Australian Consumer Law

Our services come with guarantees under the **Australian Consumer Law** that cannot be excluded. Nothing in this Critical Information Summary excludes, restricts or modifies your rights under the Australian Consumer Law.

Promotions

This summary describes Pennytel's standard Fixed Line NBN Residential Plans.
If a promotional offer, discount or bonus inclusion applies, the separate promotional terms will describe that variation.