CRITICAL INFORMATION SUMMARY

Pennytel Fixed Wireless NBN Residential Plans

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's Fixed Wireless 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 Wireless NBN Residential Plans provide unlimited residential broadband over the **nbn Fixed Wireless network**. Fixed Wireless uses a wireless signal from a nearby nbn tower to nbn equipment installed at your premises. This CIS applies to **nbn Fixed Wireless services only**. It does not apply to fixed-line nbn services such as FTTN, FTTB, FTTC, FTTP or HFC. Your address determines whether nbn Fixed Wireless is available and which speed tiers can be supplied. Check service availability before signing up at www.pennytel.com.au or by calling **1300 232 888**.

nbn Fixed Wireless is supplied as a best-efforts service. 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.

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	nbn Fixed Wireless equipment must be installed at the premises where required. You also need a compatible modem/router. A Pennytel-supplied modem may be purchased separately where available.

2. Plans, Pricing & Charges

All prices include GST.

Speed tier	Typical evening download speed*	Monthly charge
nbn 25/5	25 Mbps	$72
nbn 100/20	73 Mbps	$92
nbn 250/20	200 Mbps	$99
nbn 400/40	400 Mbps	$104

*** 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 tower distance, line of sight, weather, wireless interference, equipment, 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 nbn Fixed Wireless broadband on the selected speed tier;
- standard activation where available; and
- customer support during Pennytel's published support hours.

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

3. Additional charges and exclusions

All prices include GST.

Item	Charge
Activation / Setup	**$0** for standard activation
Static IP	Optional, **$3 per month incl GST**
Pennytel supplied modem	Optional outright purchase, options **from $99 plus delivery**
nbn New Development Fee	**$300** incl GST where charged by nbn co

Item	Charge
nbn Missed Appointment Fee	**$77** incl GST where charged by nbn co
Late Payment Fee	**$10.00** incl GST may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	**$3.00** incl GST per bill

Static IP and CG-NAT

Pennytel Fixed Wireless 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.

Services not included

Pennytel Fixed Wireless 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 medical alarm, security alarm or other device provider whether the device will work over the nbn network and during a power outage.

5. Billing, usage information and itemised bills

- Pennytel Fixed Wireless 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.