CRITICAL INFORMATION SUMMARY

Pennytel Inbound Numbers — 1300 / 1800 / 13

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's Inbound Number services for 1300, 1800 and 13 numbers. 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 Inbound Number services allow calls made to your **1300, 1800 or 13 number** to be routed to one or more nominated answer points, such as Australian fixed lines, mobiles or SIP endpoints.
These services are commonly used by businesses that want a national inbound number for customer calls.
Activation is typically **2–5 business days**, although number selection, number porting, customer configuration, third-party dependencies or complex provisioning may extend this timeframe.

Item	Summary
Service type	Inbound call routing service for 1300, 1800 and 13 numbers.
Minimum term	Services may be supplied on a month-to-month, 12-month, 24-month or other agreed contract term, as set out in your quote or order form.
Minimum total cost	The applicable setup fee plus one month of the selected monthly plan charge, plus applicable call routing charges. For fixed-term services, the minimum total cost is calculated over the agreed contract term.
Maximum monthly charge	**Not calculable.** Your monthly cost may exceed the monthly plan charge if you incur call routing charges, number charges, porting charges, paper bill fees, late payment fees or other applicable charges..
Early termination charge	For **contract term services:** if the service is cancelled within the contract term, **100% of the remaining monthly fees for the remainder of the contract term** For **month-to-month services:** no Early Termination Charge applies.
Equipment required	You must have suitable answer points, such as fixed lines, mobile services or SIP endpoints. Customer equipment, network access and endpoint configuration are not included unless separately supplied or quoted by Pennytel.

2. Plans, Pricing & Charges

All prices include GST.

Setup fees – 1300 / 1800

Contract term	Setup fee
24 month term	$0
12 month term	$0
Month-to-month	$65

Setup fees – 13 numbers

Contract term	Set up fee
12 month term	$65

Monthly plans

Plan	Charge per number	Notes
Standard Plan	$11 per month	Low-volume routing
Premium Plan	$22 per month	Premium-pattern numbers
High Volume Plan	$880 per month	High call-volume / large enterprise

Call routing charges

Call routing charges apply in addition to the monthly plan charge and depend on the answer-point destination and applicable rate schedule. Call routing charges are itemised on your invoice where applicable. See Pennytel's applicable rate schedules at pennytel.com.au/legal or your customer quote.

Routing destination	Charge
Inbound to Australian fixed line	Per published rate card or customer quote
Inbound to Australian mobile	Per published rate card or customer quote
Inbound to SIP endpoint	Per published rate card or customer quote

Inbound to international answer point	By quote, where available

3. Numbers and porting

Item	Charge / treatment
Standard 1300 / 1800 number	Included in the selected plan
Premium 1300 / 1800 number	Included in the selected plan, subject to availability and any applicable third-party or regulatory charges
13 number	Available on eligible arrangements, subject to availability and applicable setup, regulatory or quote-based charges
Port-in fee per number	**$25 to $330** depending on complexity

Standard 13, 1300 and 1800 numbers are subject to availability and allocation rules. Premium or 'smart number' style numbers may attract additional acquisition, allocation or renewal charges that are passed through to the customer where applicable.

Port return or rejection

Where a port request is rejected, cancelled, reversed or otherwise fails for a reason caused by the customer — for example, incorrect or incomplete information — a failed port charge may apply per affected service. Charges depend on the port category and the numbers being ported and will be disclosed in the applicable quote, order form or rate schedule.

4. Minimum total cost

Your minimum total cost depends on the number type, monthly plan, contract term, setup fee and call routing you choose. It will be set out in your quote or order form. It will generally include:

- any setup fee;
- the monthly plan charge, multiplied by the contract term;
- applicable call routing charges;
- any number, porting or regulatory charges; and
- any other agreed charges disclosed before you order.

Your written quote or order form will set out the charges that apply to your chosen configuration.

Included in all plans

All plans include:

- allocation or hosting of one eligible inbound number, subject to availability;
- inbound call routing to nominated answer points where supported;
- monthly hosting for the selected number service;
- access to per-call routing according to the selected plan and applicable rate schedule;
- Pennytel customer support Monday to Friday, 9:00am–5:00pm AET; and
- access to Pennytel's published support channels.

5. Additional charges and exclusions

Additional charges may include

Item	Charge / treatment
Call routing charges	Apply in addition to monthly plan charges
Number porting	**$25 to $330 per number**, depending on complexity
Premium or smartnumber charges	May apply where charged by a third party, registry or regulator
International answer-point routing	By quote, where available
IVR, queueing or custom routing build	Quoted separately where required
After-hours porting or professional services	Quoted separately where required
Late Payment Fee	**$10.00** may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	**$3.00** per bill

Not included

These plans do **not** include:

- customer handsets, headsets or endpoint equipment;
- customer internet access or SIP endpoint service;

- IVR, queueing, call recording, reporting or custom routing builds unless separately quoted;
- international answer-point routing unless separately agreed;
- premium / 19xx number services;
- battery backup; or
- Priority Assistance.

6. Emergency calls — important limitations

- Pennytel Inbound Number services are inbound call routing services. They are **not a standalone outbound calling service** and should not be relied on to make **000 emergency calls**.
- If your inbound number routes to a VoIP, SIP, hosted PBX or other internet-based service, that answer-point service may depend on power, internet access, customer equipment and third-party infrastructure.
- If power, internet access, nbn, fibre, fixed wireless, customer equipment, SIP endpoints or hosted voice infrastructure are unavailable, inbound calls may not route successfully.
- If you or another person at the premises relies on uninterrupted access to emergency calling, maintain an appropriate alternative means of communication, such as a charged mobile phone on a separate service.

7. Billing, usage information and itemised bills

- Pennytel Inbound Number services 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 recurring service charges in advance.
- This means your first bill may be higher than your standard monthly recurring 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, usage and service information through the **Pennytel Customer Portal**. Usage information may not always be real-time.
- 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 **pennytel.com.au/legal**.

8. 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 Virtual Assistant:** '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

9. Other important information

Service provider

- **Pennytel Australia Pty Ltd** (ABN 12 166 566 632) supplies and is responsible for providing Pennytel Inbound Number services.

Priority Assistance and Customer Service Guarantee

- Priority Assistance not available for Pennytel Inbound Number services. If Priority Assistance required, contact Telstra on **132 203**.
- The Customer Service Guarantee does not generally apply to inbound number routing services, VoIP, SIP trunking or business-grade voice/data services. Service levels are governed by the applicable Pennytel service terms, any agreed support arrangement and applicable law.

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 and customer quotes

- This summary describes Pennytel's standard Inbound Number services. If a promotional offer, customer-specific quote, discount or additional service-specific term applies, the relevant quote, order form or promotional terms will describe that variation.