CRITICAL INFORMATION SUMMARY

Pennytel SIP Trunks

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel SIP Trunk services. 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 SIP Trunks allow you to make and receive calls over the internet using your own compatible SIP-capable PBX, SIP gateway or supported voice platform instead of traditional PSTN lines. This service is designed for business customers that manage their own PBX, voice platform, customer network and internet access. Activation is typically **2–3 business days**, although number porting, customer configuration, third-party dependencies or complex provisioning may extend this timeframe.

Item	Summary
Service type	SIP trunk voice service for use with a compatible customer-managed PBX, SIP gateway or supported voice platform.
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	Depends on your selected call plan, number of channels, contract term, setup fee, numbers, porting, hardware and any chargeable usage. See the minimum-cost explanation below.
Maximum monthly charge	**Not calculable.** Your monthly cost may exceed the recurring monthly charges if you incur call usage, international calls, premium or special number charges, number charges, porting charges, hardware 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** is immediately payable For **month-to-month services:** no Early Termination Charge applies.
Equipment required	You must provide compatible customer equipment, including PBX, SIP gateway, router/firewall, LAN and internet connection, unless purchased separately from Pennytel.

2. Plans, Pricing & Charges

All prices include GST.

Setup fees

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

Per-Trunk plans

Plan	Charge per Trunk
Unlimited — calls included as described below	from $27
PAYG — pay per call	from $14

Call rates

Call type	PAYG	Unlimited
Australian landlines	$0.09 per minute	Included
Australian mobiles	$0.16 per minute	Included
13 / 1300 numbers	$0.30 per call	Included
1800 numbers	Included	Included
International	Per published rate card at **pennytel.com.au/legal**	Per published rate card at **pennytel.com.au/legal**

Other call types, including premium numbers, satellite numbers, special numbers, audio-conferencing and other non-standard destinations, may be charged separately or may not be supported. See Pennytel's applicable rate schedules at pennytel.com.au/legal.

Numbers and porting

Item	Charge / treatment
Local DID number	$0.50 per month
1300 / 1800 number – entry	$20 per month
1300 / 1800 number - premium	$50 per month
Port-in fee per number	**$25 to $330** depending on complexity

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.

3. Minimum total cost

Your minimum total cost depends on the service configuration you choose. It will be set out in your quote or order form.
It will generally include:

- any setup fee;
- the monthly recurring charge for each user, endpoint, channel, licence or service you choose, multiplied by the contract term;
- any monthly number charges, multiplied by the contract term; and
- any upfront charges, porting charges, hardware, professional services or other agreed charges disclosed before you order.

Usage charges, including PAYG calls, international calls and other excluded usage, are additional.

Example only — 1 channel, 24-month term

Plan	Setup	Channel charge	Minimum total
Unlimited	$0	from $27 per month	from $648
PAYG	$0	from $14 per month	from $336 + calls

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

Included in all plans

All plans include:

- SIP trunk channels for the chosen plan and channel count;
- carriage to your own compatible PBX, SIP gateway or supported voice platform over the public internet;
- Australian numbers where included in your quote or order form;
- Pennytel customer support Monday to Friday, 9:00am–5:00pm AET; and
- access to Pennytel's published support channels.

4. Additional charges and exclusions

Additional charges may include

Item	Charge / treatment
Local DID numbers	**$0.50 per month** unless included in your quote or order form
1300 / 1800 numbers	Charged as listed above
Number porting	**$25 to $330 per number**, depending on complexity
Failed, rejected, cancelled or reversed port	May apply per affected service, depending on port category and numbers being ported
International calls	Charged per published rate card at **pennytel.com.au/legal**
Premium, special, satellite or non-standard numbers	May be charged separately or may not be supported
Hardware	Quoted separately where purchased from Pennytel
Professional services / configuration assistance	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 PBX, SIP gateway, router, firewall, LAN or internet access service;
- SIP configuration, interoperability testing or customer network remediation unless separately quoted;

- handsets, headsets or other customer endpoint equipment unless separately purchased from Pennytel;
- premium / 19xx number services;
- international PSTN calling unless enabled and charged in accordance with the applicable rate schedule;
- battery backup; or
- Priority Assistance.

5. Power outages, emergency calling and connected services

- This service depends on power, your internet connection, customer equipment, your PBX or SIP gateway and the Pennytel SIP Trunk service.
- If power, internet access, nbn, fibre, fixed wireless, customer equipment, PBX, SIP gateway or SIP service is unavailable, you may be unable to make or receive calls, including calls to **000**.
- No battery backup is included. 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.
- Medical alarms, security alarms, EFTPOS terminals, lift phones, fax services and other connected devices may not work reliably over this service. Check compatibility with your equipment or device provider before connecting those services.

6. Billing, usage information and itemised bills

- Pennytel SIP Trunks 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**

7. 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

8. Other important information

Service provider

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

Priority Assistance and Customer Service Guarantee

- Priority Assistance is not available for Pennytel SIP Trunks. If Priority Assistance is required, contact Telstra on **132 203**.
- The Customer Service Guarantee does not generally apply to SIP trunking, VoIP 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 SIP Trunk 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.