

Business Mobile									
<b>Service Description</b>	This Service is a mobile phone SIM only service that allows you to make and receive calls, send and receive SMS/MMS messages and access mobile data in Australia. You can request a new mobile phone number or transfer an existing Australian mobile number. This plan also allows you to carry over unused data to the next month.								
<b>Minimum Term(s)</b>	1 Month								
<b>Plan Name</b>	Pennytel Business Mobile			Pennytel 5G Business Mobile					
	5GB	12GB	25GB	32GB	50GB	90GB	120GB	150GB	180GB
<b>Minimum Monthly Charge (incl GST)</b>	\$ 20	\$ 24	\$ 29	\$ 36	\$ 40	\$ 49	\$ 55	\$60	\$65
<b>Maximum Upload / Download Speed</b>	100/100 Mbps*						250/250 Mbps*		
<b>Plan Inclusions</b>	Unlimited Calls in Australia to Landlines, Mobiles, 13,1300,1800. SMS, MMS Photo to AU mobiles, and voicemail (excludes video MMS)								
<b>Data Banking</b>	Up to 500GB								
<b>International Calls and SMS From Australia</b>	PAYG Rates apply  For list of all included countries <a href="#">PAYG Rates</a>		Unlimited calls and SMS from Australia to landline and mobiles within the following 15 countries:  China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.  Calls beyond the included destinations are available at a Pay As You Go rate. For rates and the full list of all international locations see the international section in Information about Pricing						
<b>International Roaming</b>	International Roaming is available upon request. For rates, see <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a>								
<b>Data Top up (for use in Australia only)</b>	Where all your included data has been used, an Auto Data bolt-on will add 2GB of data for \$10 each to your plan. A maximum of 5 Auto Data bolt-on plans will be applied each billing period.  After the 5th Auto Data bolt-on has been depleted in a billing period, if you require further data you can purchase "Manual Data" bolt-ons in increments of 1GB for \$10 each for up to 5 manual bolt ons by contacting our customer service team.								
<b>Maximum Early Termination Charge</b>	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 bill cycle.								

\* This is the maximum potential download speed. Typical conditions, speeds may often be slower and will vary due to factors such as location, device capabilities distance from the base station conditions, hardware and software configuration and download/upload destinations

Information about Pricing (All prices include GST)	
<b>Price and Plan Changes</b>	<p>From time to time we may make changes to your plan. The changes can be to the price and / or inclusions within your plan, or we may move you to a new plan. These changes can be to align pricing to CPI or be due to costs, inclusions and plan changes passed onto us by our upstream network and wholesale providers.</p> <p>Where these changes have a detrimental impact to you, we will give you a minimum of 14 days notice before making the changes.</p>

Information about this service	
<b>Offer Limitations</b>	<ul style="list-style-type: none"> <li>- This Service does not support calls and SMS/MMS to satellite numbers, premium numbers (eg 19xx numbers), SENSIS (1234, 12455, 12456)</li> <li>- Data allowances will expire at the end of each billing period</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>- This plan is only for use within Australia, your inclusions cannot be used overseas</li> <li>- The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G.</li> </ul> <p>Use our coverage map <a href="https://pennytel.com.au/coverage">pennytel.com.au/coverage</a> to check if the service is available at the location where you would usually use the service.</p> <p>*On the 28th of October 2024 3G network services will cease as the network will be shutdown</p> <p>5G requires a 5G enabled plan and compatible device.</p>
<b>Offer Conditions</b>	This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.
<b>Acceptable Use Policy</b>	Usage is subject to the Acceptable Use Policy found on the Legal webpage: <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a>
<b>Changing Your Plan</b>	You can change to a plan of higher or lower value, there is no charge to change your plan and the 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.
<b>Service Provider</b>	Pennytel 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.
<b>Equipment</b>	To use this Service, you will need to bring your own compatible mobile device which must be unlocked and must 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 in areas.

Billing Information											
<b>Billing Charges</b>	Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.										
<b>Billing Date</b>	Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.										
<b>Service Activation Date</b>	Service Activation Date is the date your service is set up on our system.										
<b>First Bill Charges</b>	Your first bill will include: <ul style="list-style-type: none"> <li>- Charges for part of the month from when your service was activated until the end of that billing cycle;</li> <li>- The Minimum Monthly Charge in advance for the next billing cycle; and</li> <li>- Any additional charges for non-recurring items used during that billing period (usage charges)</li> </ul>										
<b>Payment Method Processing Fees</b>	<table> <tbody> <tr> <td>Direct Debit via Bank Account</td> <td>No Fee</td> </tr> <tr> <td>BPay</td> <td>\$1.00 inc gst</td> </tr> <tr> <td>Visa / Mastercard</td> <td>2.0%</td> </tr> <tr> <td>American Express / Diners Club</td> <td>3.5%</td> </tr> <tr> <td>Direct Deposit (EFT)</td> <td>\$2.20 inc gst</td> </tr> </tbody> </table> <p>If your payment is not received on or before the due date, a late payment fee of \$16.50 inc gst may apply.</p> <p>If a direct debit has been dishonoured by your Financial Institution you may incur a \$27.50 inc gst dishonour fee</p>	Direct Debit via Bank Account	No Fee	BPay	\$1.00 inc gst	Visa / Mastercard	2.0%	American Express / Diners Club	3.5%	Direct Deposit (EFT)	\$2.20 inc gst
Direct Debit via Bank Account	No Fee										
BPay	\$1.00 inc gst										
Visa / Mastercard	2.0%										
American Express / Diners Club	3.5%										
Direct Deposit (EFT)	\$2.20 inc gst										

<b>Other Information</b>	
<b>Access to Usage Information</b>	To access your call usage, please contact us by emailing <a href="mailto:support@pennytelcorporate.com.au">support@pennytelcorporate.com.au</a>
<b>Supplier Name and Customer Service Contact Details</b>	<p>Pennytel Australia Pty Ltd ABN: 12 166 566 632</p> <p>Customer Service: 1300 232 888            Opening Hours: 9am - 5:00pm AEST</p> <p>If you need to contact us out of hours, calls us and leave a voicemail message or email us at <a href="mailto:support@pennytelcorporate.com.au">support@pennytelcorporate.com.au</a></p>
<b>How to Access our Complaints Handling Process</b>	If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a>
<b>TIO Contact Details</b>	<p>If you have exhausted all avenues for resolving your complaint within Pennytel, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.</p> <p>For full contact details, visit <a href="https://www.tio.com.au/contact-us">https://www.tio.com.au/contact-us</a></p>
<b>Full Legal Terms and Conditions</b>	This document is a summary only, the full legal terms and conditions are available here <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a>

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