

Business Mobile Pooling			
<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. It also allows you to pool your data with other SIM cards also using the Pooling Plans.		
<b>Minimum Contract Term(s)</b>	1 Month		
<b>Plan Name</b>	Pennytel Pool 10GB	Pennytel Pool 30GB	Pennytel Pool 60GB 5G
<b>Minimum Monthly Charge (incl GST)</b>	\$ 28	\$ 36	\$55
<b>Maximum Upload/Download Speed in Mbps *</b>	100/100	100/100	250/250
<b>Once off Setup Fee</b>	\$10 per Pool		
<b>Calls in Australia to Landlines, Mobiles, 13,1300,1800. SMS, MMS to AU mobiles, and voicemail</b>	Unlimited *excludes video MMS	Unlimited *excludes video MMS	Unlimited *excludes video MMS
<b>Calls and SMS to Eligible International Locations (per month)</b>	PAYG Rates apply	15 Eligible Countries	15 Eligible Countries
<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 billing period.		
<b>Eligible International Locations</b>	<p>15 countries are part of the International Call Pack: Unlimited calls and SMS from Australia to landline and mobiles within the following listed countries:- China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam.</p> <p>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</p>		

\* 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>International Calls and International Roaming</b>	International calls are available at pay-as-you-go rates. For rates, see <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a> International Roaming is available upon request. For rates, see <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a>
<b>Data Bolt-ons (for use in Australia only)</b>	"Auto Data" Bolt-on for 10GBs are each available at \$60 per block
<b>Number Porting</b>	You can choose to bring your phone number over from another provider at no cost
<b>Annual Pricing Review</b>	Our plans include an annual price review and may increase in line with CPI each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for the full year to March quarter and any increase will be rounded to the nearest dollar and will take effect as soon as practicable after the end of the financial year, but no later than the September billing cycle. We'll let you know before any changes take effect.

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. 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.</li> <li>- *At end of June 2024 3G network services will cease.</li> <li>- 5G requires a 5G enabled plan and compatible device.</li> </ul>
<b>Offer Conditions</b>	<p>This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.</p> <p><i>Auto Data Bolt-Ons</i> Auto Data bolt-on plans will automatically add 10GB of data to your plan automatically where all your included data has been used. 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, data usage will be blocked.</p>
<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 by calling our Support Team. 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 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 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 device and a 5G enabled plan. 5G is only available in selected 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>Payments</b>	You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.  For information on payment options, visit: <a href="https://pennytel.com.au/legal/">https://pennytel.com.au/legal/</a>

Other Information	
<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>	Pennytel Australia Pty Ltd ABN: 12 166 566 632 Customer Service: 1300 232 888 Opening Hours: 9am - 5:00pm AEST  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>
<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>	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. For full contact details, visit <a href="https://www.tio.com.au/contact-us">https://www.tio.com.au/contact-us</a>
<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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