

Critical Information Summary

Pennytel Mobile Plans



Service Description	The service provided under your plan is a mobile phone service that allows you to make and receive calls, send and receive SMS/MMS, and access mobile data in Australia. You can request a new mobile phone number or transfer an existing Australian mobile number. A sim card is provided at no extra cost.									
Minimum term(s)	1 month									
Plan Name and Monthly Data Inclusions	10GB	15GB	29GB *5G	40GB 5G*	65GB 5G*	100GB 5G*	120GB 5G*	150GB 5G*	180GB 5G*	
Min Monthly Charge	\$24	\$27	\$32	\$36	\$40	\$49	\$55	\$60	\$65	
Data Banking	up to 500GB		up to 1,000 GB							
Maximum Upload/Download Speed in Mbps*	100/100							250/250		
Calls/SMS in Australia to landlines, AU mobiles, 13/1300/1800 and voicemail	Unlimited									
MMS Photo in Australia to AU mobiles	Unlimited									
MMS Video in Australia to AU mobiles	PAYG rates apply.									
International Calls/SMS	PAYG rates apply, however, international calling is disabled when you first join. This can be enabled by contacting our Support Team on 1300 232 888 during hours of operation		<p>Unlimited calls and SMS from Australia to landline and mobiles within the following listed countries:</p> <p>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>							
International MMS	PAYG rates apply.									
Call forwarding In Australia to AU fixed lines and mobiles	Unlimited									
Early Termination Charges	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.									

* 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 this Service

Additional Data

Once your included data has been used, your service will automatically access any data that you have available in your data banking. Should you require additional data, you can purchase data bolt-ons for \$10 per 1GB. These bolt-ons will be charged onto your next invoice. You will also receive notifications at 50%, 85% and 100% of top up usage. Any unused data from your data top up by the end of the bill cycle will be carried forward into your data bank.

International Roaming

International roaming is available in 68 selected countries. To see which countries are eligible and available roaming packs please go to [International Roaming and Travel Packs](#).

Once you arrive in an eligible country you will receive an sms notification advising to use your mobile service overseas you will need to opt-in via SMS to activate an International Roaming pack. To opt-in to your preferred pack, send an SMS with the SMS Keyword to 179. You will receive an automated response confirming the status and you will now be able to start roaming in the destination country.

There will be no SMS prompts to remind you to activate a new pack and your International Roaming pack does not automatically renew. To add another pack after you have consumed all the data or after expiry, sms Keyword to 179. You will receive an sms notifications to let you know when you have used 50%, 85%, and 100% of your data inclusion. Information may be up to 48 hours old. You can also send an sms with the word "Bal" to 179 to check your balance and expiry date.

All our travel packs come with Wi-Fi Calling & SMS. Stay connected even without a mobile signal – call and text back home using Wi-Fi.

Billing commences from the time the pack is activated we recommend you do not activate the pack whilst still in Australia.

Data Banking

At the end of your monthly billing cycle, any unused data goes into your data bank for use in the next monthly billing cycle. The maximum amount of data that can be banked is 500GB. Any unused data from your data top up will be carried forward into your data bank. Your banked data will remain if you upgrade to a higher-cost monthly plan. Any data in your data bank is forfeited if your mobile plan is downgraded to a lower-cost monthly plan. If a service is suspended, it will retain it's banked data, but it will not accumulate more data each month it remains suspended. Data Banking is for domestic use only and cannot be used if the service roams outside of Australia.

Offer Limitations

This plan is for use in Australia. International calls, SMS and MMS to a country not listed in the table above will be charged at [PAYG rates](#). Non-standard calls and SMS/MMS (such as directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS etc.) will be charged at [PAYG rates](#). Calls to some SENSIS numbers (1234, 12455 and 12456), International Directory Assistance (1225) and premium numbers (i.e. 1900) are not supported.

Service details and Coverage

Pennytel Australia Pty Ltd uses the Telstra Wholesale Mobile Network. The Telstra Wholesale Mobile Network coverage reaches more than 98.8% of the Australian population with 4G or 5G and covers more than 1.6m square kilometers of the Australian landmass.

The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G. Use our coverage map pennytel.com.au/coverage to check if the service is available at the location where you would usually use the service.

Typical download speeds

This is the maximum potential download speed. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. Check your plan in above table for maximum potential download speed and speed cap.

Offer Conditions

To use this service, you must activate your SIM card within 2 months of ordering. Any unused monthly inclusions expire each month and cannot be carried forward. You must comply with our [Acceptable Use Policy](#) to use this service.

Promotions and Special Offers

This summary does not include any special offers or promotions that may be offered on these plans, such as discounts or bonus data.

Service Provider

Pennytel Australia Pty Ltd (ABN 12 166 566 632) acts as a reseller and uses part of the 5G, 4G 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.

Equipment

To access the mobile network your device must be 4G voice enabled (VoLTE) and 4G 700MHz compatible. 5G network access requires 5G compatible device and a 5G enabled plan. 5G is only available in selected areas.

To use this service, you will need to bring your own compatible mobile device which must be unlocked

Changing Your Plan

You can change to a plan of higher or lower value via the Login to Account Portal or 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.

Cancelling your Pennytel Service

If you are taking your mobile number to another provider, you do not need to contact Pennytel as the service will stop billing with Pennytel once your number is active with your new provider. If you no longer need your mobile service, you must contact Pennytel to disconnect your service. You will continue to be billed for the service until you contact us to cancel your service.

Note you will not receive credits or refund for any amounts that you have paid for in advance or for any unused days remaining in your current billing period.

Annual Price Review

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. Where these changes have a detrimental impact to you, we will give you a minimum of 14 day's notice before making the changes.

Billing Information

Billing Date, Period, Notice and Amount

You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month.

Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated be that via email

or regular paper mail. Current customers that have elected to receive their bill in paper format via regular mail, a fee of \$3.00 inc gst will be applied to your account.

All new customers joining Pennytel will receive their invoice electronically and will require a valid email address.

You may access your Pennytel account online via our website portal where you can track your usage, see your pre-bill information and nominate your direct debit payment method. Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer your number to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts that you have paid.

Service Activation Date and First Bill Charges

Service charges begin from the day you activate your sim card. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill maybe higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

Payments

You will pay your monthly recurring charges plus any usage not included in your plan by Direct Debit, Credit Card, BPAY or Australia Post Billpay by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment process fees. Other payment methods and associated processing fees can be found on our website: <https://pennytel.com.au/faq/what-payment-methods-do-you-accept/>

If your payment is not received on or before the due date, a late payment fee of \$10.00 may apply. If you are experiencing any financial hardship, our Payment Assistance Policy and form is located on our website under "Help & Support" or contact our team for options available to you.

Other Information

Access to call and data usage information

Check your call and data usage from your [Pennytel Account](#) or via your mobile handset by sending an sms with the word "Bal" to 179 to check your balance and data banking. You will receive SMS notifications when you use 50%, 85% and 100% of your data allowance. These SMS notifications are only a guide and can be up to 48 hours behind real time usage. You will also get an SMS each time a 1GB data top-up is added.

Customer Service contact details 1300 232 888

Monday to Friday 9am-5pm AET,
Saturday & Sunday Closed

or by emailing support@pennytel.com.au

How to access our dispute resolution process

If there is something you are not happy with or you would like to make a complaint, please read our [Complaints Handling Policy](#). You can also contact us on 1300 232 888.

TIO contact details

If you are not satisfied with the resolution of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058. For full details, visit www.tio.com.au/contact-us

Full legal terms and conditions

This document is a summary only. Full legal terms and conditions are available on pennytel.com.au/legal. The above information is based on the standard service offering and is only a summary. On occasion, Pennytel Australia, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.