

Critical Information Summary

Penny5	
Monthly Charge	\$13
Data consumed per kilobyte	1GB
Calls in Australia to landlines, mobiles and voicemail within Australia	Pay-As-You-Go
SMS/MMS Messages to Australian mobiles within Australia	Pay-As-You-Go
Standard International Calls	Pay-As-You-Go
Early termination charge	None, but if you cancel your plan, any remaining credit or amounts paid in advance will not be refunded.
Extra Data	A 1GB Data bolt-on will cost \$10
SIM Card	FREE (Delivered via standard post)

Information about the service

The service provided under this plan is a mobile phone service that allows you to make and receive calls, send and receive SMS messages, and access mobile data.

You can request a new number, or you can transfer an existing Australian Mobile number. You will need to provide your own mobile handset to be able to access the service, it must be compatible with the 3G 850 MHz and both 4G 1800 MHz and 4G 700 MHz network.

Minimum Term

There is no minimum term on this plan. Plan charges are payable in advance and there is no refund of any amounts if you cancel your service or transfer your number to a new provider.

Bundling

We do not require you to bundle this plan.

Inclusions

Your monthly inclusions are set out in the table above. Your unused monthly inclusions expire each month.

Exclusions and Limitations

This plan is only for use within Australia, your inclusions cannot be used overseas. Your monthly calls do not include SMS or MMS to international numbers. You will be charged [international PAYG rates](#) if you exceed your included international minutes (none for Penny1), or call a destination that is not included in the 65 destinations. Non-standard calls and SMS/MMS will be charged at [PAYG rates](#). Calls to satellite numbers and some SENSIS numbers (1234, 12455 and 12456) are not supported. International Roaming is available upon request, call the contact number listed below. Click [here](#) to view roaming PAYG rates.

Acceptable Use Policy

An Acceptable Use Policy applies to this service. You can view it here – <http://www.pennytel.com.au/legal>

Information about pricing

See the above table for your plan pricing. If you exceed your monthly data limit, make calls or send SMS/MMS that are not included in your plan allowance you'll have to pay more than your minimum monthly charge.

Auto Data Bolt-ons

You have selected a plan with 'Auto Data', this means that we will add a 1GB data bolt-on to your plan automatically each time your data is fully depleted, this will be added up to 5 times per plan cycle. Each 1GB data bolt-on costs \$10. The maximum charge you can incur for automatic data bolt-ons is \$50 per plan cycle. After the 5th automatic data bolt-on has been depleted, data will be blocked and you can choose to purchase ad-hoc 1GB data bolt-ons if you wish.

All data will expire upon your monthly renewal date, so if for example, an automatic data bolt-on is added

4 days prior to your renewal date, you will only have 4 days to use the data and then it will expire when your plan is renewed.

Other Information

How we charge you

You will be required to pay the plan fee upfront when you place your order for a SIM card. Once you have received your SIM card and activated the service, the plan will be applied to your service and this will become your billing date.

We operate anniversary billing. This means that if you activate a service with us on days 1-28 in a given month, we will bill you on that same date each commencing month. Where your service is activated on days 29-31, we will bill you monthly on the 28th day commencing the following month. For example, if you activate your service on the 30th January, we will bill you on the 28th of each month thereafter. If you activate on days 29-31, a pro rata credit will be applied to your account for the days not used.

Your service will be automatically renewed and billed on the same day each month unless you inform us you wish to cancel your service or you transfer your number to a new provider.

Payment option is credit card only; details must be supplied during the order and we will process payments automatically on the renewal date each month.

Invoices are sent free of charge by email only. If you do not provide a valid email address you will not receive your invoice. You can access your invoice via our online portal [here](#).

Changing Your Plan

You can request to change to a plan of higher or lower value, the change will take place at your next renewal date.

Usage information

We provide you with tools to be able to check your call and data usage. You can check your usage online via our portal [here](#).

You'll receive automated SMS notifications when you have used 50%, 85% and 100% of your included data allowance. These SMS notifications can be up to 48 hours behind real time usage so they should only be relied upon as a guide.

We'll also send you an SMS letting you know each time an automatic 1GB Data add-on is added to your service.

Network Coverage

The mobile product of PennyTel provides a combined 4G and 3G coverage footprint of 98.8% and a 4G coverage footprint of 95% of the Australian population covering 1.59 million square kilometres.

You should use our coverage maps available at <http://mobilemaps.net.au/maps/mcm/4G.html> to check whether the mobile service is available at the location where you would usually use the service.

Contact Details

1300 232 888

If you wish to complain about this plan or your service, or lodge a dispute, please read our Complaints Handling Policy, which can be viewed on our website: <http://www.pennytel.com.au/legal>

If you are not satisfied with the resolution of your complaint or dispute, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, visiting their website at www.tio.com.au, sending a fax to 1800 630 614, or writing to them at PO Box 276, Collins St West, VIC 8007.