

# 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 free SIM card is provided via standard post.				
Minimum term(s)	1 month				
Plan Name	1GB - XS	3GB - S	5GB - M	15GB - L	30GB - XL
Min Monthly Charge	\$10.99	\$15.99	\$19.99	\$24.99	\$32.99
Monthly Data Inclusions	1GB	3GB	5GB	15GB	30GB
Calls In Australia to landlines, AU mobiles, 13/1300/1800 and voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls/SMS/MMS	<a href="#">PAYG rates</a> apply, however, international calling is disabled when you first join. This can be enabled from your <a href="#">Pennytel Account</a> or by contacting our Support Team on 1300 232 888 during business hours.			Unlimited calls and SMS from AU to China, Hong Kong, Indonesia, Malaysia, Singapore, Thailand, Vietnam, UK, Ireland, Greece, Germany, India, NZ, South Korea and USA. <a href="#">PAYG rates</a> apply to all other destinations.	
SMS/MMS In Australia to AU mobiles	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Call forwarding In Australia to AU fixed lines and mobiles	<a href="#">PAYG rates</a> apply.			Unlimited	
Maximum 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.				

### Information about this Service

#### Offer Exclusions

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](#).

Once you have used all your included data, you can purchase a 1GB data top-up for \$10 each. Data top-ups can be added any time during a billing cycle. Any remaining data on your previous data top-up will forfeit once you purchase the next one. All top-up data will expire upon your next billing date.

International roaming is available in eligible countries when you activate the roaming function from your [Pennytel Account](#) or over the phone with our Support Team. A daily roaming pack gives you unlimited calls and texts from eligible countries, plus 200MB of data for \$10 per day. This pack is automatically activated when you arrive in eligible countries and use your

service.

It will expire 24 hours after activation and will be added every 24 hours if you continue to use our services overseas. You can find more information about [International Roaming and Travel Packs](#) online.

If you provided a valid email address, you will receive your bill by email, for free. Otherwise, we will post you a paper bill, and charge a fee of \$2.50 per paper bill.

#### Offer Limitations

Calls to some SENSIS numbers (1234, 12455 and 12456), International Directory Assistance (1225) and premium numbers (i.e. 1900) are not supported.

#### Restrictions (or Qualifications)

The mobile product of Pennytel Australia Pty Ltd provides a 4G coverage footprint of 97.9% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres.

Use our coverage map on [pennytel.com.au/coverage](http://pennytel.com.au/coverage) to check if the service is available at the location where you would

usually use the service.

### Offer Conditions

To use this service, you must activate your SIM card within 2 months of ordering. The service will not work if you activate after this time.

Any unused monthly inclusions expire each month and cannot be carried forward.

You must comply with our [Acceptable Use Policy](#) to use this service.

### Service Provider

Pennytel Australia Pty Ltd (ABN 12 166 566 632) 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.

### Equipment

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.

## Billing Information

### Billing Date

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.

### Service Activation Date and First Bill Charges

Service charges begins from the day you activate your SIM card. If you activate on days 1-28, 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 and a pro-rata credit will be applied to your account for the days not used.

### Payments

You will need to pay your monthly recurring charges plus any usage not included in your plan by Credit Card, Direct Debit, BPAY, Australia Post Billpay or Centrepay.

### Changing Your Plan

You can change to a plan of higher or lower value from your [Pennytel Account](#) or by calling our Support Team. Your new plan will take effect from your next billing date. There is no charge to change your plan.

## Other Information

### Access to call and data usage information

Check your call and data usage from your [Pennytel Account](#) and mobile app. 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

Pennytel Australia Pty Ltd (ABN 12 166 566 632)  
Support and Service

1300 232 888 or +61 2 8008 8452

Monday to Friday 8am-8pm AET

Saturday to Sunday 9am-7pm AET

Alternatively, submit a Help Ticket from your [Pennytel Account](#)

### 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](http://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](http://pennytel.com.au/legal).

The above information is based on the standard service offering and is only a summary. On occasion, Pennytel Australia Pty Ltd, 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.