



## Pennytel Business Mobile Plans Critical Information Summary

| Minimum term(s)   | 1 month  |           |           |   |           |           |           |
|---|--|-----------|-----------|---|-----------|-----------|-----------|
| Plan Name   | Sim 1GB  | Sim 3GB   | Sim 10GB  | Sim 20GB  | Sim 30GB  | Sim 60GB  | Sim 100GB |
| Min Monthly Charge  | \$10.99  | \$15.99   | \$19.99   | \$24.99   | \$32.99   | \$54.99   | \$69.00   |
| Monthly Data Inclusions   | 1GB  | 3GB       | 10GB      | 20GB  | 30GB      | 60GB      | 100GB     |
| Calls In Australia to landlines, Australian mobiles, 13/1300/1800 and voicemail | Unlimited  | Unlimited | Unlimited | Unlimited   | Unlimited | Unlimited | Unlimited |
| SMS/MMS (photo) in Australia to Australian mobiles                              | Unlimited  |           |           | Unlimited   |           |           |           |
| Call forwarding in Australia to Australian fixed lines and mobiles              | <u>PAYG rates</u> apply.   |           |           | Unlimited   |           |           |           |
| International Calls/SMS   | <u>PAYG rates</u> apply  |           |           | Unlimited Calls and SMS from Australia to certain countries<br><u>PAYG rates</u> apply to all other destinations. |           |           |           |
| International MMS   | <u>PAYG rates</u> apply.   |           |           | <u>PAYG rates</u> apply.  |           |           |           |
| Maximum Early Termination Charges   | There are no Early Termination Charges unless you have selected a 12-month term promotional term. 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. If your service is on a 12-month agreement and you terminate your 12 month agreement prior to the contract end date an Early Termination Fee (ETF) of the months remaining in your term will apply. |           |           |   |           |           |           |

|                             |              |   |
|-----------------------------|--------------|---|
| <b>Data Bolt On Options</b> | \$10 per 2GB | On auto per block (maximum of 5 blocks available)   |
|                             | \$10 per 2GB | Applied as a once off bolt on for the billing cycle |

|                                      |                   |  |
|--------------------------------------|-------------------|--|
| <b>International Roaming Bolt On</b> | \$10 per 24 hours | Unlimited Calls & SMS from eligible countries + 200MB Data |
|--------------------------------------|-------------------|--|

Excess International Roaming Data usage is charged at \$0.03/MB (\$30.72/GB). [More information.](#)

Here's a quick summary of the important parts about your mobile plan. These plans are postpaid mobile services which provide you access to our network, a mobile phone number and access to make and receive calls, send, and receive messages and have access to mobile data. All prices quoted are inclusive of gst

**Minimum Term Casual Month by Month or 12-month term** Your mobile service will be on a casual month by month option unless you have selected the 12-month term. From time to time, we offer credits as part of marketing and promotional campaigns, credits are applied no later than by the third bill generated. If you disconnect your mobile plan or port your service away from Pennytel there is no prorate for your plan and no credit will apply for remaining days in the bill cycle. If you port your number away from Pennytel, the total amount owing will be the cost of any usage incurred up until the time of cancellation plus the minimum monthly charge. If your service is on a 12-month agreement and should you terminate your 12-month agreement prior to the contract end date an Early Termination Fee (ETF) of the months remaining in your term will apply.

**What's included** These plans are for use in Australia. With your monthly plan allowance you can make unlimited standard national calls to fixed and mobile numbers, including unlimited standard SMS and photo MMS, voicemail retrieval, and calls to 1800 and 13 - 1300\* numbers.

**Included international call value** If your plan includes an international call value: unlimited landline calls to 15 countries. Can only be used to call landlines numbers unless otherwise stated, countries include China #, Germany #, Greece #, Hong Kong #, India #, Indonesia #, Ireland #, Malaysia #, New Zealand #, Singapore #, South Korea #, Thailand, UK #, USA, Vietnam#.  
# denotes countries that includes calls to mobile

**Offer limitations** Your unlimited included value cannot be used for video MMS. MMS Video (National) and MMS (International) are charged at PAYG rates. Your unlimited included value cannot be used for making calls and sending SMS / MMS to International numbers unless it is part of your plan inclusions. Calls and SMS/MMS to premium numbers (e.g., 19xx numbers), Sensis calls or other content charges (including third party charges) are barred. Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.  
Calls to Satellite numbers, calls to 1234, 12455 and 12456 or content charges (including third party charges). It does not include usage when roaming overseas, among other assistance and special numbers. These will incur excess usage charges to your monthly bill and are charged at the standard PAYG rates

**Usage and Data Usage** You can monitor usage by visiting our website, click on Sign In and login with your Account Number and Password. You can check your data usage balance via your mobile handset. Dialing \*159# and press the call button. Your data balance will appear on the screen. 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 get an SMS each time a 1GB data top-up is added. Unused data expires each month and cannot be carried forward or used while roaming overseas.

**Overseas Usage** Your monthly included call and data value do not include usage while you are overseas, so you will be charged separately for this usage. International Roaming Bolt Ons are available to be used overseas, the Roaming Bolt Ons commence from the day they are applied to your service. Roaming is not available in all the countries. Please refer to the [International Roaming sheet](#) for more information.

**Billing / Billing Cycle** Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Plan upgrade/downgrade are not prorated. New plan rate will apply in full on the day of the change, unless made on 27th of the month 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.

**Payments** Bill due date is the 15<sup>th</sup> of each month. Direct Debit via bank account no additional charge. Payments made with a Credit Card or BPay will incur a payment processing fee. A late payment fee of \$15 will be applied if bill due date is missed. Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 27th of the month your service (12 days past the due by date) your mobile service/s will be restricted, and your standard monthly recurring charges will still apply. If you are experiencing difficulties making payment, please contact us so we can discuss a suitable payment plan with you. If you do not contact Pennytel and your account remains 40 days in arrears, your service will be disconnected. You may change the nominated Direct Debit date by contacting our Business Services Team on 1300 758 758 or via your account login portal <https://managemyaaccount.com.au/index.php?r=site/login&id=634>

**Paper Invoice Fee** Please consider the environment and opt for electronic billing (no charge). You will be charged \$2.50 each month if you choose paper bills.

**Peace of Mind – Zero Bill Shock** Never pay for more than what you have signed up for. We will let you know once you reach your call or data limit and you can choose to purchase more credit. If you do not purchase more credit, we will limit your service (no internet access if you have run out of data and no outgoing calls only if you have run out of call credit – emergency services calls are still available) until your plan starts a new billing month. More credit can be purchased by way of Excess Spend Limit, you may choose to have an excess spend limit of either \$10, \$50, \$200 or \$400. Once you have used all your included data, you can purchase Data Bolt Ons these 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.

**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 kilometers. 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.

**Customer Complaints** Our complaint resolution team can be contacted at [complaints@pennytel.com.au](mailto:complaints@pennytel.com.au). Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

\* Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage. \*\*Zero Bill Shock will block any calls, SMS, MMS and data usage that would incur excess usage charges to your bill (those not included in your plan allowance). 1. All prices are quoted inclusive of GST. 2. Included value amounts are valid for one month (billing period) and are to be used in Australia. Plan's included values can be used towards standard national calls, standard SMS and standard photo MMS to mobiles and fixed line services, calls to 1300, 13, 1800 and calls to retrieve voicemail. 3. Services excluded from the plan allowance are: video MMS, directory services, SMS and MMS to international numbers, international roaming, content packs, bolt-ons and mobile data usage. 4. Some of the barred services are: Premium services, 19x, 189x and VPN numbers 5. When the included value on a plan is reached, any extra usage will be charged at the standard rates as excess spend. 6. Fair Usage policy applies to all mobile plans in relation to calls, call diversions, SMS, MMS, and data usage. 7. Calls are charged in 60 second increments, plus Flagfall charge. 8. Unused monthly data allowance cannot be rolled over. 9. Upon exceeding the monthly included data allowance you will be charged for excess data usage as indicated unless Zero Bill Shock has been enabled, unless 1GB Auto bolt-on is active. 10. Data usage will be metered in kilobytes, where 1024 bytes = 1 Kilobyte or part thereof and includes both uploads and downloads. 11. Monthly data allowance cannot be used when roaming internationally. 12. The mobile product of Pennytel Australia ABN 12 166 566 632 mobile plans use part of Telstra's 4G and 3G mobile network with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers. 13. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2-50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. 14. Handsets not capable on 4G will only receive 3G coverage. 15. Check mobile coverage at <https://mobilemaps.net.au/maps/api/embed/4G/>. 16. International Roaming charges are Pay As You Go or based on the International Roaming Bolt On you have chosen, and may not be available in all countries. Refer to International Roaming sheet for more information. 17. Prices in this document are valid from 21<sup>st</sup> September 2020. 18. Not to be used in conjunction with any other offer and/or promotion. 19. Pennytel Australia Pty Ltd reserves the right to vary the terms of these promotions at any time. 20. Full terms and conditions are listed on the Pennytel website [www.pennytel.com.au](http://www.pennytel.com.au)