



DATA BANKING

Pennytel's Business Mobile plans allow you to bank unused data from your monthly data allowance, to be used in the next billing cycle. If your data needs vary from month-to-month, data banking can reduce the need for Data Bolt Ons, so you pay less per month for your plan.

FREQUENTLY ASKED QUESTIONS

Q. What plans are eligible for data banking?

Data banking is automatically activated on standard Pennytel Business mobile plans commenced after 16 Feb 22.

Q. What if I am already a Pennytel mobile customer, am I eligible for data banking?

Customers who signed up to a standard Pennytel mobile plan prior to this date can request data banking to be activated by contacting their Pennytel Account Manager or by calling 1800 758 758.

Q. Is there a limit to the amount of data that can be banked?

Unused data can be banked to a maximum 200GB, any additional data will be forfeited.

Q. Can banked data be shared with other Pennytel mobile services?

No, data banking is for stand-alone services on a single phone number/SIM. Any stored data cannot be "gifted" or transferred to another subscriber.

Q. What happens to my data bank if I change plans?

Banked data will be stored indefinitely and can be used at any time in the future, unless:

- you downgrade to a lower mobile plan (your banked data will be reset to zero on the change taking effect); or
- you move to a mobile plan that does not support the Data Bank facility; or
- you terminate your Mobile Service Plan (your data bank, and all banked data, will be forfeited when termination takes effect).

Q. Can banked data be used when roaming?

Rollover balance is for domestic use only, and cannot be used if the service roams outside of the Telstra Wholesale Australian mobile network.

Q. How can I keep track of my usage?

The data balance can be checked at any time by completing the following steps:



1. Open the Dial-pad
2. Enter *159#
3. Press the call button, the balance will appear soon after.