

Critical Information Summary

Business NBN				
Service Description	This is a broadband service which allows access to the internet via the NBN network.			
Minimum Contract Term(s)	36 Months	24 Months	12 Months	0 Months
Setup Fees (once off charge incl GST)	\$ 0	\$ 0	\$ 199	\$ 299
Minimum Monthly Charge (inc GST)	Plan Name		Minimum Monthly Charge	
	NBN Standard Unlimited 25/5		\$ 90 per month	
	NBN Standard Plus Unlimited 50/20Mbps (60/10 FW)		\$ 99 per month	
	NBN Premium Unlimited 100/40		\$ 110 per month	
	NBN TC4 250/100		\$ 249 per month	
	NBN TC4 500/200		\$ 429 per month	
	NBN TC4 1000/400		\$ 539 per month	
What is included	<ul style="list-style-type: none"> - 1 Static IP Address (IPv4 or IPv6) on all plans - Unlimited download/upload 			
Maximum Early Termination Charge	<p>If you cancel your service within a contract period, you will be charged 80% of your Minimum Monthly Charge multiplied by the months you have left in your contract period.</p> <p>Where you are on a 0 month Service, if you cancel your Service before the end of a billing period, Pennytel will not credit you for any unused days remaining in your billing period.</p>			

Information about Pricing (All prices include GST)	
New Development Charge	If you're in a new development and not already connected to the NBN, NBN Co may charge \$300 to connect your premises to NBN Services. If applicable, the charge will be passed to you through Pennytel.
Installation	<ul style="list-style-type: none"> - Standard NBN installations are completed without charge to you - If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your Pennytel bill
Additional Charges	Additional charges, including but not limited to subsequent installation, installation of a central splitter, relocation may apply.
Annual Price Review	Our plans include an annual price review and may increase in line with CPI in July each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and occurs within your July billing cycle. We'll let you know before any changes take effect.

Information about this service	
Offer Exclusions	<ul style="list-style-type: none"> - Battery backup is not included. Therefore, where there is a power outage your data and linked voice services will be temporarily unavailable. - Central Splitter for FTTB/N in standard installations not included - We will deliver your service to the Network Boundary Point (NBP) at your premises, (the physical port or "UNI" on the NBN Network Termination). The cabling required beyond the NBP and the provision of a suitable 240V AC power outlet is your cost and responsibility
Offer Limitations	<p><i>Service Availability</i></p> <ul style="list-style-type: none"> - Pennytels' NBN Services are subject to availability and coverage. We can advise availability at your address.
Offer Conditions	<ul style="list-style-type: none"> - You must be the owner of the property (or have the owner's consent) before NBN is installed. - Once you take up a service on the NBN you cannot move back to services on the existing copper network - You may upgrade your speed tier or your data allowance once per month. If you upgrade the speed tier, the contract term will restart - If you downgrade your speed tier, you will be charged the Early Termination Fee

Information about this service	
Broadband Speeds	Broadband speeds vary due to factors including but not limited to: <ul style="list-style-type: none"> - The access technology type used - Speed plan you've chosen - Network Capacity - Performance of local infrastructure and cabling - Number of users in your area - Equipment being used - Source and destination of content you access on the internet
Acceptable Use Policy	Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/
Service Provider	NBN Co is the principal carrier whose network is used to provide this service. Despite this, Pennytel is responsible for providing the service to you and is not affiliated with or related to the Principal carrier.
Equipment	<ul style="list-style-type: none"> - To use the service, you're require NBN Compatible Quality of Service (QoS) enabled router. It can optionanlly be obtained from Pennytel at an additional once off cost - Pennytel supplied equipment is programmed to operation only on the Pennytel service

Billing Information	
Billing Charges	Bills are sent each month to your registered email address free of charge. Should you want the bill printed and posted; a charge of \$5 applies per bill.
Billing Date	Your bill is generated on the 28th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.
Service Activation Date	Service Activation Date is the date your service is set up on our system.
First Bill Charges	Your first bill will include: <ul style="list-style-type: none"> - Charges for part of the month from when your service was activated until the end of that billing cycle; - The Minimum Monthly Charge in advance for the next billing cycle; and - Any additional charges for non-recurring items used during that billing period (usage charges)

Billing Information											
Payments	<p>You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.</p> <p>For information on payment options, visit: https://pennytel.com.au/legal/</p>										
Payment Method Processing Fees	<table> <tbody> <tr> <td>Direct Debit via Bank Account</td> <td>No Fee</td> </tr> <tr> <td>BPay</td> <td>\$1.00 inc gst</td> </tr> <tr> <td>Visa / Mastercard</td> <td>2.0%</td> </tr> <tr> <td>American Express / Diners Club</td> <td>3.5%</td> </tr> <tr> <td>Direct Deposit (EFT)</td> <td>\$2.20 inc gst</td> </tr> </tbody> </table> <p>If your payment is not received on or before the due date, a late payment fee of \$16.50 inc gst may apply.</p> <p>If a direct debit has been dishonoured by your Financial Institution you may incur a \$27.50 inc gst dishonour fee</p>	Direct Debit via Bank Account	No Fee	BPay	\$1.00 inc gst	Visa / Mastercard	2.0%	American Express / Diners Club	3.5%	Direct Deposit (EFT)	\$2.20 inc gst
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Direct Deposit (EFT)	\$2.20 inc gst										

Other Information	
Access to Usage Information	To access your call usage, please contact us by emailing support@pennytelcorporate.com.au
Supplier Name and Customer Service Contact Details	<p>Pennytel Australia Pty Ltd</p> <p>ABN: 12 166 566 632</p> <p>Customer Service: 1800 600 999 Opening Hours: 9am - 5:30pm AEST</p> <p>If you need to contact us out of hours, calls us and leave a voicemail message or email us at support@pennytelcoporate.com.au</p>
How to Access our Complaints Handling Process	If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at https://pennytel.com.au/legal/
TIO Contact Details	If you have exhausted all avenues for resolving your complaint within Pennytel, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 06 058. For full contact details, visit https://www.tio.com.au/contact-us
Full Legal Terms and Conditions	This document is a summary only, the full legal terms and conditions are available here https://pennytel.com.au/legal/

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