



Critical Information Summary

SIP.Cloud				
Service Description	This Service allows you to make and receive calls using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN). This is called Voice over IP or VoIP. This Service offers access to the Premium UC application that allows users to make and receive calls from your softphone or desktop computer (at an additional cost) and productivity features including caller groups, voicemail to email, call hold and transfer; suitable for business needs.			
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	
	SIP.Cloud Unlimited		\$ 33 per user	
	SIP.Cloud PAYG		\$ 15 per user	
	SIP.Cloud Licence		\$ 6 per user	
What is included			SIP.Cloud PAYG	SIP.Cloud Licence
	Calls to standard Australian landlines and mobile numbers	Unlimited	PAYG	Unlimited
	Call handling & productivity features (Hunt Group, Call Queues, Auto Attendants etc)	✓	✓	✓
	1 Australian Direct in Dial (DID) per user	✓	✓	✓
Maximum Early Termination Charge	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. 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.			



Information about Pricing (All prices include GST)			
	SIP.Cloud Unlimited	SIP.Cloud PAYG	SIP.Cloud Licence
Calls to Australian Landline	Included	\$ 0.09c per minute	Included
Calls to Australian Mobile	Included	\$ 0.16c per minute	Included
Calls to 13/1300 Numbers	\$ 0.25c per call	\$ 0.25c per call	\$ 0.25c per call
Calls to 1800 Numbers	\$ 0.25c per call	\$ 0.25c per call	\$ 0.25c per call
Access to Mobile / Desktop Softphone (Premium UC)	\$5 per month per user Premium UC licenses can be purchased at time of ordering, or self-ordered through the SIP.Cloud PBX configuration portal where permitted ("Add UC" option). For self-ordered licenses you will be charged from the time of order.		
International Calls	The cost of making an international call starts from 0.26c per second depending on the location of your call. Calls are charged on a pay as you go and per second basis. International Rates can be found on our website. https://pennytel.com.au/legal/		
Number Porting Charges (All prices include GST and are a Once Off Cost)			
Important Information	Number porting charges <ul style="list-style-type: none"> You can choose to bring your phone number over from another provider. DID numbers supplied with this Service may not be exchanged, credited or substituted towards the cost of porting numbers to the service. Number porting to the Pennytel network does cost money depending on the complexity of the port and how many numbers are being ported over. See cost below. 		
CAT A Port	\$ 20		
CAT C Port (1-5 Numbers)	\$ 90		
CAT C Port (6-100 Numbers)	\$ 150		
CAT C Port (101+ Numbers)	\$ 220		
Annual Pricing 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	
Other Services	Links to the Premium UC mobile or computer app will be supplied by the Customer Support Team. The Premium UC mobile app may also be downloaded from the Apple App Store or Google Play Store.
Offer Limitations	<p><i>Emergency Calls</i></p> <ul style="list-style-type: none"> • This Service is dependent on access to the internet. If there is an interruption to your internet connection or power outage this Service will not be available. That includes dialing 000 and emergency numbers. • This Service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here: https://www.telstra.com.au/consumer-advice/customer-service/priority-assist
Restrictions	<p>This Service does not support calls to:</p> <ul style="list-style-type: none"> • Australian or International Premium Rate Numbers; • Some operation-assisted numbers; special service numbers and mobile satellite phone numbers • International destinations that are in Pennytel's opinion high-risk; and • Fax, dial up modem or other analogue data calls (eg EFTPOS, HICAPS)
Offer Conditions	This Service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.
Acceptable Use Policy	Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/
Important Recommendations	<p>When this Service is used with a desk phone or a computer-based softphone, it is not recommended to use on a wireless internet connection. We recommend this Service is used with a dedicated or shared fixed line broadband internet connection and Quality of Service (QoS) enabled modem.</p> <p>When using this service on a mobile phone app, it should be used on a mobile with a strong WiFi or 4G/5G data connection.</p>
Service Provider	Symbio Networks Pty Ltd 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 this Service, you need high-speed internet access and a SIP capable device or softphone application. These can be optionally purchased from Pennytel at an additional cost. • Pennytel supplied equipment is programmed to operate only in connection with 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) 										
Payments	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. For information on payment options, visit: https://pennytel.com.au/legal/										
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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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 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@pennytelcorporate.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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