



**NBN RESIDENTIAL PLAN Casual Month By Month**

SMALL 12/1 Unlimited \$59.99	MEDIUM 25/5 Unlimited \$69.99	LARGE 50/20 Unlimited \$79	EXTRA LARGE 100/20 Unlimited \$89
<p><b>Typical Evening Speeds 7pm - 11pm:</b></p> <p>12 Mbps   1 Mbps Download   Upload</p>	<p><b>Typical Evening Speeds 7pm - 11pm:</b></p> <p>25 Mbps   4 Mbps Download   Upload</p>	<p><b>Typical Evening Speeds 7pm - 11pm:</b></p> <p>50 Mbps   17 Mbps Download   Upload</p>	<p><b>Typical Evening Speeds 7pm - 11pm:</b></p> <p>100 Mbps   40 Mbps Download   Upload</p>
<p>Great for light users</p> <ul style="list-style-type: none"> <li>• Emails &amp; browsing</li> <li>• Social media</li> <li>• Music streaming</li> <li>• HD video streaming x 1</li> </ul>	<p>Great for 1 – 3 people</p> <ul style="list-style-type: none"> <li>• Emails &amp; browsing</li> <li>• Social media</li> <li>• Music streaming</li> <li>• HD video streaming x 1</li> <li>• File sharing</li> <li>• Online gaming</li> </ul>	<p>Great for 4 – 6 people</p> <ul style="list-style-type: none"> <li>• Emails &amp; browsing</li> <li>• Music streaming</li> <li>• Social media &amp; online gaming</li> <li>• HD video streaming x 3 or 1 x 4K video streaming</li> <li>• File sharing</li> </ul>	<p>Great for heavy users</p> <ul style="list-style-type: none"> <li>• Emails &amp; browsing</li> <li>• Music streaming</li> <li>• Social media &amp; online gaming</li> <li>• 4K video streaming x 2</li> <li>• Downloading &amp; uploading large files</li> </ul>

**Minimum Term:**  
Casual month by month

**Availability and NBN Speeds:**  
NBN is available in selected coverage areas. To check availability please use the address checker at <https://www.nbnco.com.au/>. Not every connection is the same and speeds achieved heavily depend upon the type of technology used for your connection. The advertised plan speed is not a guaranteed minimum speed and your NBN service can never go faster than the maximum line speed. Factors affecting speed and performance are including, but not limited to: your access type, network or internet congestion, your line condition, local conditions such as internal wiring and internet traffic, your hardware and software, weather or infrastructure faults. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

If your service is delivered over NBN's copper infrastructure (FTTN/B/C), speeds achieved can only be confirmed once your service is activated. It is possible that you may not ever be able to achieve the advertised plan speed tier. If this is the case, we will recommend or move you to a speed tier appropriate for your circumstances.

**Equipment Required:**  
Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your address (FTTN/B require a VDSL compatible modem/router). **Please ensure that your BYO modem/router is not locked to your current provider.** If you're concerned about your modem being locked, talk to your current provider before switching. You must also be capable of configuring your BYO modem/router yourself. Usage environment must also be taken into account e.g., for online gaming,

it is recommended to use a dual band router. We can provide you a modem/router as an outright purchase, plus delivery fee. The specific modem provided will be shown during checkout or advised to you over the phone. Any outright purchase of a modem that is charged to your Pennytel account remains the property of Pennytel until such time that the bill for this hardware has been paid in full. Should the statement remain in arrears, Pennytel reserves the right to recover the modem at our discretion.

FTTC customers only will also need an NBN Network Connection Device (NCD) provided free of charge by NBN Co for the initial connection for that site.

**Inclusions and Exclusions:**  
Your NBN residential plan is for personal or residential use only for the purposes of accessing the internet and is not intended for any other purpose.

**Connection Fees:**  
NBN Co charge a new development charge of \$300 to activate a connection for the first time at a premise that is in a newly developed area or building. We will let you know if this charge applies to you and will include this on your first bill. You must be over the age of 18 years to have NBN installed. If you are not the owner of the property or live in a strata property you must obtain the owners or strata approvals consent for installation.

Once you have placed your order for an NBN connection and you wish to cancel due to change of mind no refund will be provided if it is in progress. "In Progress" means you have been notified via email that the order has been submitted. No pro-rata credits or refunds are offered for cancelling accounts. Please keep this in mind if you need to cancel your order.

**NBN Charges Various:**

Other fees such as Missed Appointment fee, Cancelled Appointment fee, Subsequent Installation fee and No Fault Found fee may apply to you. We may also pass on any administrative costs that Pennytel incur in providing you with assistance or arranging an NBN appointment.

**Factors Affecting Speeds:**

**WiFi** In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

**Congestion Prioritisation:**

If there is a lot of "traffic" (i.e. lots of people downloading at the one time) your internet speed can be impacted.

**Equipment:**

Older or outdated equipment such as modems can affect the speed of your connection. Other equipment such as filters, sockets or internal wiring may also cause speed issues.

**Annual Price Review:**

Our NBN 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.

**Billing Date, Period, Notice and Amount**

You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via email

Please note that if you elect to receive your bill in paper via regular mail a fee of \$2.50 will be applied to your account.

Access your Pennytel account online via our website portal where you can see your service, monthly invoices, make payments and nominate your direct debit payment method.

Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer your service to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts you have paid.

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

**Service Activation Date and First Bill Charges**

Service charges begin from the day you activate your NBN service with Pennytel. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill maybe higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

**Payments**

You will pay your monthly recurring charges plus any charges not included in your plan. We accept the following payment methods, Direct Debit via Bank Account, Direct Debit via Credit Card, BPay, Credit Card (Visa, Mastercard and American Express), Direct Deposit, Online Billpay, Post Billpay – Australia Post payment due date is the 15th of each month.

Direct debit via bank account does not incur any payment process fees. [Payment processing fees](https://pennytel.com.au/faq/what-payment-methods-do-you-accept/) can be found on our website: <https://pennytel.com.au/faq/what-payment-methods-do-you-accept/>

If your payment is not received on or before the due date, a late payment fee of \$10.00 inc gst may apply. If a direct debit has been dishonoured by your Financial Institution you may incur \$3.85 inc gst dishonour fee .

If you are experiencing any financial hardship, please contact our team for options available to you or view our [Financial Hardship Policy](#)

**Medical & Security Alarms:**

If you use a medical or security alarm, you must make your own enquiry to see if it is compatible with the NBN before signing up with Pennytel. It is important you contact your medical or security alarm provider to check if they are compatible with the NBN service and identify what alternatives are available before we move you to the NBN network. Remember to register with NBN Co's Medical Alarm Register at [www.nbnco.com.au](http://www.nbnco.com.au)

**Customer Service contact details**

Sales and Support: 1300 232 888

Monday to Friday 9am-7pm AET  
Saturday to Sunday 10am-4pm AET

or by emailing [support@pennytel.com.au](mailto:support@pennytel.com.au)

**Customer complaints and dispute resolution**

If there is something you are not happy with or you would like to make a complaint, please read our [Complaints Handling Policy](#). Please contact us in the first instance so we can try to resolve your complaint on 1300 232 888.

If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 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 at [pennytel.com.au/legal](http://pennytel.com.au/legal).