



NBN HIGHER TIER RESIDENTIAL PLANS

Casual Month By Month

100/20 Unlimited \$89.00	100/40 Unlimited \$99.00	250/25 Unlimited \$119.00	250/100 Unlimited \$219.00	1000/50 Unlimited \$129.00
Typical Evening Speeds 7pm - 11pm: 100 Mbps Download 17 Mbps Upload	Typical Evening Speeds 7pm - 11pm: 100 Mbps Download 34 Mbps Upload	Typical Evening Speeds 7pm - 11pm: 250 Mbps Download 21 Mbps Upload	Typical Evening Speeds 7pm - 11pm: 250 Mbps Download 85 Mbps Upload	Typical Evening Speeds 7pm - 11pm: 600 Mbps Download 42 Mbps Upload

Minimum Term: Casual month by month connection.

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) & HFC customers will need an NBN Network Termination Device (NTD) 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. Our NBN 100/40 plan comes with a Static IP address, all other higher tier plans are CG-NAT.

This means your modem/router will use a private IP address, but when you access the internet, we'll transfer you across to a shared public IP address. While this won't affect most of our customers, there's a small group it may affect, customers who services that depend on NAT (Network Address Translation) and could include:-

- Web, email and file servers
- Security camera's, printers and some home automation
- Remote access to computers or devices

Promotions and Special Offers: This summary does not include any special offers or promotions that maybe offered on these plans from time to time.

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 mobile plans include an annual price review and may increase in line with CPI 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 will take effect as soon as practicable after the end of the financial year, but no later than the September billing cycle. We'll let you know before any changes take effect.

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. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance) including the plan fee your service is currently connected too. If you cancel your plan or transfer your NBN service to a new provider, you will not receive credits for

any unused days remaining in your current billing period. We will send a courtesy Email as a reminder to you no later than the 13th of each month that your account is due for payment on the 15th of the month.

Direct Debit: Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 26th of the month your service 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 in arrears by the 16th of the following month your service will be disconnected.

Direct Debit is automatically set for the 15th of each month. You may change the nominated date by contacting our Customer Service team on 1300 232 888.

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 to receive paper bills.

Payment Processing Fee: Direct debit via bank account no additional charge. Other payment methods and associated processing fees can be found on our website:

<https://pennytel.com.au/faq/what-payment-methods-do-you-accept/>

Late payment fee: If you don't pay your bill by the due date you will incur a late payment fee of \$10.00. If you are experiencing any financial hardship, please contact our team for options available to you.

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

Customer Complaints: Our complaints resolution team can be contacted at 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.

Customer Support: Speak to your Pennytel team on 1300 232 888.

Monday to Friday 9am-7pm AET
Saturday to Sunday 10am-4pm AET
or by emailing support@pennytel.com.au