

Business Mobile Broadband									
Service Description	This Service is a mobile phone SIM only service that allows a mobile broadband data only service.								
Minimum Contract Term(s)	1 Month								
Plan Name	MBB 5GB Business	MBB 10GB Business	MBB 22GB Business	MBB 32GB Business 5G	MBB 50GB Business 5G	MBB 90GB Business 5G	MBB120GB Business 5G	MBB 150GB Business 5G	MBB 180GB Business 5G
Minimum Monthly Charge (incl GST)	\$ 14	\$ 16	\$ 21	\$ 27	\$ 32	\$ 40	\$48	\$54	\$60
Maximum Upload/Download Speed in Mbps *	100/100	100/100	100/100	100/100	100/100	100/100	250/250	250/250	250/250
Data Banking	Up to 500GB	Up to 500GB	Up to 500GB	Up to 500GB	Up to 500GB	Up to 500GB	Up to 500GB	Up to 500GB	Up to 500GB
Calls in Australia to Landlines, Mobiles, 13,1300,1800. SMS, MMS to AU mobiles, and voicemail	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS	No Calls, SMS, or MMS
Maximum Early Termination Charge	There are no Early Termination Charges however if you cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.								

* This is the maximum potential download speed. Typical conditions, speeds may often be slower and will vary due to factors such as location, device capabilities distance from the base station conditions, hardware and software configuration and download/upload destinations

Information about Pricing (All prices include GST)	
International Roaming	International Roaming is available upon request. For rates, see https://pennytel.com.au/legal/
Data Bolt-ons (for use in Australia only)	"Auto Data" Bolt-On for 2GB and "Manual Data" bolt-on of 1GB are each available for \$10 per block
Number Porting	You can choose to bring your phone number over from another provider at no cost

Information about this service	
Offer Limitations	<ul style="list-style-type: none"> - This Service does not support calls and SMS/MMS - Data allowances will expire at the end of each billing period
Restrictions	<ul style="list-style-type: none"> - This plan is only for use within Australia, your inclusions cannot be used overseas - The service provides 4G coverage reaching at least 98.7% of the Australian population and at least 75% with 5G. Use our coverage map pennytel.com.au/coverage to check if the service is available at the location where you would usually use the service. - *At end of June 2024 3G network services will cease. - 5G requires a 5G enabled plan and compatible device.
Offer Conditions	<p>This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.</p> <p><i>Auto Data Bolt-Ons</i> Auto Data bolt-on plans will automatically add 2GB of data to your plan automatically where all your included data has been used. A maximum of 5 Auto Data bolt-on plans will be applied each billing period. After the 5th Auto Data bolt-on has been depleted in a billing period, data usage will be blocked. You can choose to purchase "Manual Data" bolt-on plans of 1GB by contacting our customer service team.</p>
Acceptable Use Policy	Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/
Changing Your Plan	You can request to change to a plan of higher or lower value. Let us know if you would like the plan to be changed on a specific day, otherwise the change will be applied immediately.
Service Provider	Pennytel acts as a reseller and uses part of the 5G, 4G and 3G mobile network and capabilities of Telstra Corporation Limited (ABN 33 051 775 556) to provide our mobile services. Despite this, Pennytel is responsible for providing the service to you and is not affiliated with or related to the principal carrier.
Equipment	To use this Service, you will need to bring your own compatible mobile device which must support 3G 850MHz, and for access to the 4G Service, your device must also support both 4G 1800MHz and 4G 700MHz bands. 5G network access requires a compatible mobile phone and is only available in selected areas

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/

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	Pennytel Australia Pty Ltd ABN: 12166566632 Customer Service: 1800 600 999 Opening Hours: 9am - 5:30pm AEST If you need to contact us out of hours, calls us and leave a voicemail message or email us at support@pennytelcorporate.com.au
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 062 058. 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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