

Critical Information Summary

Inbound Numbers			
Service Description	This is an inbound number service that provides users with 1300 or 1800 numbers for routing purposes.		
Setup Fees (once off charge incl GST)	\$70 per number		
Minimum Monthly Charge (inc GST)	Plan Name	Minimum Monthly Charge	What's Included?
	Pennytel Inbound Basic - 13	\$11 per number	Additional \$600 Government Levy Surcharge applies. - Inbound to Fixed: \$0.055 per minute. - Inbound to Mobile: \$0.090 per minute.
	Pennytel Inbound Basic - 1300	\$11 per number	- Inbound to Fixed: \$0.055 per minute. - Inbound to Mobile: \$0.090 per minute.
	Pennytel Inbound Basic - 1800	\$13 per number	- Inbound to Fixed: \$0.075 per minute. - Inbound to Mobile: \$0.100 per minute.
	Pennytel Inbound Basic - GEO	\$11 per number	- Inbound to Fixed: \$0.055 per minute. - Inbound to Mobile: \$0.090 per minute.
	Pennytel Inbound Basic - Mobile	\$13 per number	- Inbound to Fixed: \$0.075 per minute. - Inbound to Mobile: \$0.100 per minute.
	Pennytel Inbound Premium - 13	\$22 per number	Additional \$600 Government Levy Surcharge applies. - Inbound to Fixed: \$0.030 per minute. - Inbound to Mobile: \$0.060 per minute.
	Pennytel Inbound Premium - 1300	\$22 per number	- Inbound to Fixed: \$0.030 per minute. - Inbound to Mobile: \$0.060 per minute.
	Pennytel Inbound Premium - 1800	\$30 per number	- Inbound to Fixed: \$0.040 per minute. - Inbound to Mobile: \$0.070 per minute.
	Pennytel Inbound Premium - GEO	\$22 per number	- Inbound to Fixed: \$0.030 per minute. - Inbound to Mobile: \$0.060 per minute.
	Pennytel Inbound Premium - Mobile	\$30 per number	- Inbound to Fixed: \$0.040 per minute. - Inbound to Mobile: \$0.070 per minute.

Number Porting Charges (All prices include GST and are a Once Off Cost)

Important Information	<p>Number porting charges</p> <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

Information about this service

Offer Exclusions	- Hardware of any kind is not provided eg handsets, headsets etc
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/
Service Provider	Comms Code 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.

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.

Billing Information	
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/
Annual Pricing Review	Our 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.

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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