

Critical Information Summary

NBN Enterprise Ethernet	
Service Description	NBN Enterprise Ethernet is a service that provides customers with the highest speeds, performance and reliability.
Minimum Contract Term(s)	36 Months
Setup Fees (once off charge incl GST)	Fibre build contribution may be applicable
What is included	<ul style="list-style-type: none"> - No Excess Usage - 1 Static IP Address (IPv4 or IPv6) on all plans - Unlimited download/upload
Maximum Early Termination Charge	If you cancel your service within a contract period, you will be charged 100% of your 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)	
Service Relocations	<ul style="list-style-type: none"> - Service needs to be available at the new location - Early Termination Fee will be applied unless a new contract is signed for the new location - Customer is liable for all set-up costs and fibre build contribution at a new location
Cancellation Fees for In Progress Orders	<p>Customers are liable for cancellation fees while an order is in-flight. This includes relocating addresses midway through the in-flight order.</p> <p>Fees can vary depending on the current phase of the order when the cancellation is processed.</p>
Annual Pricing Review	<p>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 the 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.</p>

Information about this service		
Offer Limitations		Service Availability <ul style="list-style-type: none"> - Pennytel's NBN Services are subject to availability and coverage. We can advise availability at your address.
Offer Conditions		<ul style="list-style-type: none"> - You must be the owner of the property (or have the owner's

		<p>consent) before NBN is installed.</p> <ul style="list-style-type: none"> - Once you take up a service on the NBN you cannot move back to services on the existing copper network - You may upgrade your speed tier or your data allowance once per month. If you upgrade the speed tier, the contract term will restart - If you downgrade your speed tier, you will be charged the Early Termination Fee
Broadband Speeds		<p>Broadband speeds vary due to factors including but not limited to:</p> <ul style="list-style-type: none"> - The access technology type used - Speed plan you've chosen - Network Capacity - Performance of local infrastructure and cabling - Number of users in your area - Equipment being used - Source and destination of content you access on the internet
Acceptable Use Policy		<p>Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/</p>
Service Provider		<p>NBN Co 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.</p>
Equipment		<p>To use the service, you require a NBN Compatible Quality of Service (QoS) enabled router. It can optionally be obtained from Pennytel at an additional once-off cost</p> <p>Pennytel supplied equipment is programmed to operate only on the Pennytel service</p>

Billing Information	
Billing Charges	<p>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.</p>
Billing Date	<p>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.</p>
Service Activation Date	<p>Service Activation Date is the date your service is set up on our system.</p>
First Bill Charges	<p>Your first bill will include:</p> <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	<p>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.</p> <p>For information on payment options, visit: https://pennytel.com.au/legal/</p>

Payment Processing Fees	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
	If your payment is not received on or before the due date, a late payment fee of \$16.50 inc gst may apply.	
	If a direct debit has been dishonored by your Financial Institution you may incur a \$27.50 inc gst dishonor fee	

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: 12 166 566 632 Customer Service: 1800 600 999 Opening Hours: 9am - 5:00pm 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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