



Managing Your Spend

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Pennytel reserves the right to change this document at any time and notify you by posting an updated version on our website. The amended document will apply between us whether or not we have given you specific notice of any change. We encourage you to review this document periodically because it may change from time to time.



We offer various spend management tools that you can use to help you monitor your spend and prevent bill shock. All of our spend management tools are free.

1. View your usage online

You can login to your online account at any time via the Pennytel website. Once logged in, you can view a breakdown of your usage and charges.

Your usage report is updated daily with the previous day's data. The usage shown relies on data that is not always reported in real time. Where there is a time delay, fast usage cannot always be caught.

You should also bear in mind that usage made whilst roaming (outside of Australia) and charges that are billed by third party and/or premium rated services can sometimes be considerably delayed. We rely on receiving the information from third parties, and therefore this tool is not suitable for monitoring usage of these types of services.

2. Usage notifications

Depending on the plan you have selected, you may receive usage notifications to keep you informed about how much of your plans included allowance you have used. These SMS messages only apply to plans that have a fixed allowance of inclusion, for example, 1GB of data included. These SMS notifications will be sent when you have used 50%, 85% and 100% of your included allowance.

Please note that these SMS notifications can be delayed up to 48 hours and do not always catch high usage quickly; for example, you could trigger your 50%, 85% and 100% usage notifications in 1 large data session and they would all be sent at the same time.

3. Restriction of services

If you wish, you can restrict your services to prevent specific call types from being made for example premium/ international calls. This is not a tool that can be turned on and off at regular intervals, you cannot request to change your access more than once per month.

4. Mobile roaming

Pennytel offers international roaming to over 57 countries with peace of mind when you opt-in to the Roaming Day Pack. A Roaming Pack gives you unlimited calls and texts plus 200MB of data.

Once you arrive in an eligible country you will receive an sms notification advising in order to use your mobile service overseas you will need to opt-in via SMS to activate an International Roaming pack.

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us online or by phone: Monday to Friday 9am to 7pm AET and Saturday to Sunday Closed.

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You will need to send the word ROAM as an SMS to 179, once your international roaming pack has been enabled it will expire at midnight AEST after a continuous 24 hour block.

TO add another pack after you have consumed all the data or after expiry, SMS ROAM to 179.

If you are travelling for a long period of time or to a country not supported by our Pack, we recommend buying a local SIM.

5. Estimate your data usage

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used (3G, 4G, 5G) and other factors. The information below is based on averages and provides estimates only.

| Activity | Indicative data usage |
|---|-----------------------|
| Email text only | 30 – 50 KB |
| Email with attachment, i.e. document or photo | 350 KB – 4 MB |
| Website viewing | 1 MB |
| Streaming video/minute | 7 MB (3G), 30 MB (4G) |
| Streaming music/minute | 1 MB |
| Downloading a song | 6 MB |
| Downloading an app | 30 – 100 MB |
| Uploading a photo | 4 MB |
| Making a video call with an app/minute | 8 MB (3G), 24 MB (4G) |

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