

Business Mobile Pooling			
Service Description	This Service is a mobile phone SIM only service that allows you to make and receive calls, send and receive SMS/MMS messages and access mobile data in Australia. It also allows you to pool your data with other SIM cards also using the Pooling Plans. You can request a new mobile phone number or transfer an existing Australian mobile number.		
Minimum Term(s)	1 Month		
Once off Setup Fee	\$10 per Pool		
Plan Name	Pennytel Business Mobile Pool		Pennytel 5G Business Mobile
	10GB	30GB	60GB
Minimum Monthly Charge inc gst	\$28	\$36	\$55
Maximum Upload/Download Speed	100/100 Mbps*		250/250 Mbps*
Data Banking	Up to 500GB		
Plan Inclusions	Unlimited Calls in Australia to Landlines, Mobiles, 13,1300,1800. SMS, MMS Photo to AU mobiles, and voicemail (excludes video MMS)		
International Calls and SMS From Australia	PAYG Rates apply For list of all included countries PAYG Rates	Unlimited calls and SMS from Australia to landline and mobiles within the following 15 countries: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA, Vietnam. Calls beyond the included destinations are available at a Pay As You Go rate. For rates and the full list of all international locations see the international section in Information about Pricing	
International Roaming	International Roaming is available upon request. For rates, see https://pennytel.com.au/legal/		
Data Top up (for use in Australia only)	Where all your included data has been used, an Auto Data* Bolt-on will add 10GB of data for \$60 each bolt-on. 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, you will be unable to access any further data until start of the next bill cycle.		
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 bill cycle.		

* 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)	
Price and Plan Changes	<p>From time to time, we may make changes to your plan. The changes can be to the price and / or inclusions within your plan, or we may move you to a new plan. These changes can be to align pricing to CPI or be due to costs, inclusions and plan changes passed onto us by our upstream network and wholesale providers.</p> <p>Where these changes have a detrimental impact to you, we will give you a minimum of 14 day's notice before making the changes.</p>

Information about this service	
Offer Limitations	This Service does not support calls and SMS/MMS to satellite numbers, premium numbers (eg 19xx numbers), SENSIS (1234, 12455, 12456). Data allowances will expire at the end of each billing period
Restrictions	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. 5G Access to the 5G network requires a 5G enabled plan and compatible device. 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.
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/
Changing Your Plan	You can change to a plan of higher or lower value, there is no charge to change your plan and the change will take effect the last day of the current billing cycle. Should you wish to change before this date you will be billed for the full plan plus a month in advance, note you will not receive a refund for any amounts that you have paid for in advance on your previous plan.
Service Provider	Pennytel acts as a reseller and uses part of the 5G, 4G VoLTE 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 be unlocked and must support 4G LTE (Band 28), and will need VoLTE emergency calling capability to stay connected to our network. 5G network access requires a compatible mobile phone and is only available in selected in areas

Billing Information	
Billing Charges	Bills are sent each month to your registered email address free of charge. All new customers joining Pennytel will receive their invoices electronically and will require a valid email address. Existing customers who have opted for paper invoices a \$5 fee 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. 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/
Service Activation Date	Service Activation Date is the date your service is set up on our system.
First Bill Charges	<p>Your first bill will include:</p> <p>Charges for part of the month from when your service was activated until the end of that billing cycle.</p> <p>The Minimum Monthly Charge in advance for the next billing cycle; and</p> <p>Any additional charges for non-recurring items used during that billing (usage charges)</p>

Payment Method Processing Fees	Direct Debit via Bank Account	No Fee
	BPay	\$1.00 incl GST
	Visa / Mastercard	2.0%
	American Express / Diners Club	3.5%
	Direct Deposit (EFT)	\$2.20 incl GST
<p>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 dishonoured by your Financial Institution, a dishonour fee of \$27.50 inc GST may apply.</p>		

Other Information	
Access to Usage Information	To access your call usage, 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: 1300 232 888 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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