

| Business NBN – TC4 | | | |
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| Service Description | This is a broadband service which allows access to the internet via the NBN network. | | |
| Minimum Contract Term (s) | 24 Months | 12 Month | Month by Month |
| Setup Fees once off charge inc gst | \$0 | \$199 | \$299 |
| NBN Plan | Plan Name | | Minimum Monthly Charge |
| Minimum Monthly Charge Inc gst | | | |
| | 25/10 | | \$79 |
| | 50/20 | | \$89 |
| | 100/20 | | \$99 |
| | 100/40 | | \$104 |
| | 250/25 | | \$114 |
| | 250/100 | | \$229 |
| | 1000/400 | | \$124 |
| What's Included | 1 Static IP Address (IPv4 or IPv6) on all plans and Unlimited download/upload | | |
| Maximum Early Termination Charge | <p>If you cancel your service within a contract period, you will be charged 80% of your Minimum Monthly Charge multiplied by the months you have left in your contract period.</p> <p>Where you are on a Month by 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.</p> | | |

* 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) | |
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| 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> |
| New Development Charge | <p>If you're in a new development and not already connected to the NBN, NBN Co may charge \$300 to connect your premises to NBN Services. If applicable, the charge will be passed to you through Pennytel and will appear on your Pennytel bill.</p> |
| Installation and Additional Charges | <p>Standard NBN installations are completed without charge to you - If your installation is non-standard, NBN Co will discuss and obtain your agreement to any additional charges before starting the work, these charges will appear on your Pennytel bill</p> <p>Additional charges including but not limited to subsequent installation, installation of a central splitter, relocation fee may apply to your service as a once off charge.</p> |

| Information about this service | |
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| Offer Exclusions | <p>Battery backup is not included. Therefore, where there is a power outage your data and linked voice services will be temporarily unavailable.</p> <p>Central Splitter for FTTB/N in standard installations not included</p> <p>We will deliver your service to the Network Boundary Point (NBP) at your premises, (the physical port or "UNI" on the NBN Network Termination). The cabling required beyond the NBP and the provision of a suitable 240V AC power outlet is at your cost and responsibility</p> |
| Offer Limitations | Service Availability -Pennytel's NBN Services are subject to availability and coverage. We can advise availability at your address. |
| Offer Conditions | You must be the owner of the property (or have the owner's consent) before NBN is installed. 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 any applicable 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 | Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/ |
| Service Provider | 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. |
| Equipment | To use the service, you require NBN Compatible Quality of Service (QoS) enabled router. It can optionally be obtained from Pennytel at an additional once off cost. Pennytel supplied equipment is programmed to operate only on the Pennytel service. |

| Billing Information | |
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| 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> <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 (usage charges) |

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

| Other Information | |
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| Access to Usage Information | To access your call usage, contact us by emailing support@pennytelcorporate.com.au |
| Supplier Name and Customer Service Contact Details | <p>Pennytel Australia Pty Ltd ABN: 12 166 566 632</p> <p>Customer Service: 1300 232 888</p> <p>Opening Hours: 9am - 5:00pm AEST</p> <p>If you need to contact us out of hours, calls us and leave a voicemail message or email us at support@pennytelcorporate.com.au</p> |
| 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 | <p>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.</p> <p>For full contact details, visit https://www.tio.com.au/contact-us</p> |
| 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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