

CY PBX

Service Description	The Service allows you to make and receive calls using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN). This is called Voice over IP (VoIP). This Service offers access to the Premium UC application that allows users to make and receive calls from your softphone or desktop computer and productivity features including caller groups, voicemail to email, call hold and transfer; suitable for business needs.		
Minimum Term (s)	24 months	12 months	Month by Month
Setup Fee Once off Charge inc gst	\$0	\$199.00	\$299.00

Information about Pricing (All prices include GST)		
Plan Name	Unlimited	PAYG
Minimum Monthly Charge inc gst	\$33.00 per channel	\$20.00 per channel
Calls to Australian Landlines	Unlimited	\$0.09 per minute
Calls to Australian Mobile	Unlimited	\$0.16 per minute
Calls to 13/1300 Numbers	\$0.25 per call	\$0.25 per call
International Calls	The cost of making an international call depends on the country and location you are calling. Calls are charged on a pay as you go and per second basis. International Rates can be found on our website https://pennytel.com.au/legal	

Numbers (All prices include GST)			
	Direct Indial	10 Number Range	100 Number Range
Minimum Monthly Charge inc gst	\$0.50	\$20.00	\$50.00

Number Porting Charges	All prices include GST and are a Once Off Cost			
	Cat A	Cat C (1-5 Numbers)	Cat C (6-100 Numbers)	Cat C (100+ Numbers)
Port Fee	\$25	\$110	\$220	\$330

Important Information:

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 will incur a fee depending on the complexity of the port and how many numbers are being ported over. Refer to above Porting pricing.

Information about this service	
Offer Exclusions	<p><i>SIP capable phone system or SIP gateway into which this service is connected</i></p> <p><i>Desk phones and accessories</i></p> <p><i>Additional Phone numbers (DIDs). These are available at once off costs, dependent on DID bundle type</i></p>
Offer Limitations	<p><i>Emergency Calls</i></p> <ul style="list-style-type: none"> - This Service is dependent on access to the internet. If there is an interruption to your internet connection or power outage this Service will not be available. That includes dialling 000 emergency numbers. - This Service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here: https://www.telstra.com.au/consumer-advice/customer-service/priority-assist
Restrictions	<p>This Service does not support calls to:</p> <ul style="list-style-type: none"> - Australian or International Premium Rate Numbers. - Some operation-assisted numbers; special service numbers and mobile satellite phone numbers - International destinations that are in Pennytel's' opinion high-risk; and Fax, dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS)
Offer Conditions	<p>This Service is intended for business use only and is not available for telemarketing call centre functions and similar uses.</p>
Acceptable Use Policy	<p>Usage is subject to the Acceptable Use Policy found on the Legal webpage: https://pennytel.com.au/legal/</p>
Important Recommendations	<p>When this Service is used with a desk phone or a computer-based softphone, it is not recommended to use on a wireless internet connection. We recommend this Service is used with a dedicated or shared fixed line broadband internet connection and Quality of Service (QoS) enabled modem.</p> <p>When using this service on a mobile phone app, it should be used on a mobile with a strong WiFi or 4G/5G data connection.</p>
Equipment	<p>To use this Service, you need high-speed internet access and a SIP capable device or softphone application. These can be optionally purchased from Pennytel at an additional cost. Pennytel supplied equipment is programmed to operate only in connection with the Pennytel Service.</p>
Service Provider	<p>Symbio Networks Pty Ltd 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>

Billing Information											
Billing Charges	Bills are sent each month to your registered email address free of charge.										
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) 										
Pricing 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 on to Pennytel from 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>										
Payment Method Processing Fees	<table border="0"> <tbody> <tr> <td>Direct Debit via Bank Account</td> <td>No Fee</td> </tr> <tr> <td>BPay</td> <td>\$1.00 incl GST</td> </tr> <tr> <td>Visa / Mastercard</td> <td>2.0%</td> </tr> <tr> <td>American Express / Diners Club</td> <td>3.5%</td> </tr> <tr> <td>Direct Deposit (EFT)</td> <td>\$2.20 incl GST</td> </tr> </tbody> </table> <p>If your payment is not received on or before the due date, a late payment fee of \$16.50 inc gst may apply.</p> <p>If a direct debit has been dishonoured by your Financial Institution, a dishonour fee of \$27.50 inc GST may apply.</p>	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
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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	<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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