

## Residential OptiComm Unlimited - Critical Information Summary

### Casual month by month & 12 month contract option available

OptiComm Plan Speed	25/10	50/20	100/20	100/40	250/25	1000/50
Monthly Charge	\$72	\$84	\$92	\$99	\$109	\$122
Typical Evening Download Speeds	24Mbps	49Mbps	98Mbps	98Mbps	246Mbps	600Mbps
Typical Evening Upload Speeds	8Mbps	16Mbps	16Mbps	36Mbps	20Mbps	41Mbps

#### Minimum Term:

Casual month by month connection or 12-month contract option.

#### Set-up Fee

\$0 based on 12-month contract or \$109.00 inc gst once off fee.

#### Availability and Speeds:

OptiComm fibre broadband service uses OptiComm equipment to deliver fibre broadband to your premises and is available anywhere OptiComm has been rolled out.

You will need specific OptiComm equipment installed at your property, if you do not have this equipment installed already you will need to contact OptiComm on 1300 137 800 to have it installed before signing up with PennyTel.

The advertised plan speed is not a guaranteed minimum speed and your OptiComm service can never go faster than the maximum line speed. Factors affecting speed and performance are including, but not limited to: network or internet congestion, your line condition, local conditions such as internal wiring and internet traffic, your hardware and software, weather or infrastructure faults. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

#### Equipment Required:

You will need a modem/router that is compatible with your Fibre To The Premises (FTTP) service. **Please ensure that your BYO modem/router is not locked to your current provider.** If you're concerned about your modem being locked, talk to your current provider before switching. You must also be capable of configuring your BYO modem/router yourself. Usage environment must also be taken into account e.g., for online gaming, it is recommended to use a dual band router. We can provide you a modem/router as an outright purchase, plus delivery fee. The specific modem provided will be shown during checkout or advised to you over the phone. Any outright purchase of a modem that is charged to your PennyTel account remains the property of PennyTel until such time that the bill for this hardware has been paid in full. Should the statement remain in arrears, PennyTel reserves the right to recover the modem at our discretion.

#### Inclusions and Exclusions:

Your OptiComm residential plan is for personal or residential use only for the purposes of accessing the internet and is not intended for any other purpose. Our OptiComm Higher Tier Residential plans are CG-NAT (no Static IP)

This means your modem/router will use a private IP address, but when you access the internet, we'll transfer you across to a shared public IP address. While this won't affect most of our customers, there's a small group it may affect, customers who services that depend on NAT (Network Address Translation) and could include:-

- Web, email and file servers
- Security camera's, printers and some home automation
- Remote access to computers or devices

A Static IP address can be provided for \$10.00 inc gst per month. Please let our Customer Service Team to know if you require.

#### Promotions and Special Offers:

This summary does not include any special offers or promotions that maybe offered on these plans from time to time.

#### Connection Fees:

OptiComm may charge a fee for deploying network infrastructure to new premises or dwellings, the actual fee payable is determined on a case-by-case basis. This fee may be applied to each new premises requiring an OptiComm connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. This charge of \$300 will be payable directly to OptiComm before you commence signup with us, or you can opt to pay it through us to pass on. A charge of \$330 may also be payable to OptiComm by your property is classed as OptiComm Class 1 - 3 or \$550 if it is classed as Class 5. We will inform you upon signup if this fee may apply.

**Exit fee** If you connect to our 12 month contract term and you disconnect or move your service away from PennyTel before the end of your contract, you will be charged \$109.00 exit fee. There are no exit fees if you opted for the casual month by month plan.

### Factors Affecting Speeds:

**WiFi** In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

**Congestion Prioritisation:** If there is a lot of "traffic" (i.e. lots of people downloading at the one time) your internet speed can be impacted.

**Equipment:** Older or outdated equipment such as modems can affect the speed of your connection. Other equipment such as filters, sockets or internal wiring may also cause speed issues.

### Annual Price Review:

Our OptiComm plans are subject to price review at any time. Price reviews may be triggered by factors such as annual CPI measures or changes in upstream or network charges. CPI Measures household inflation and is released by the Australian Bureau of Statistics. Where alignment to changes in CPI drives price changes, we will use the CPI for the full year to March quarter and any price change will be round to the nearest dollar. We'll let you know before any changes take effect.

### Billing/Billing Cycle:

Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance) including the plan fee your service is currently connected too.

If you cancel your plan or transfer your OptiComm service to a new provider, you will not receive credits for any unused days remaining in your current billing period. We will send a courtesy email as a reminder to you no later than the 13th of each month that your account is due for payment on the 15th of the month.

### Direct Debit:

Direct Debit is automatically set for the 15th of each month. Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 26th of the month your service will be restricted, and your standard monthly recurring charges will still apply.

If you are experiencing difficulties making payment, please contact us so we can discuss a suitable payment plan with you. If you do not contact Pennytel and your account remains in arrears by the 16<sup>th</sup> of the following month your service will be disconnected.

You may change the nominated date by contacting our Customer Service team on 1300 232 888.

### Paper Invoice Fee:

Current customers that have elected to receive their bill in paper via regular mail a fee of \$3.00 will be applied to your account. New customers joining Pennytel will receive their invoices electronically and will require a valid email address.

### Payment Processing Fee:

Direct debit via bank account no additional charge. Other payment methods and associated processing fees can be found on our website:

<https://pennytel.com.au/faq/what-payment-methods-do-you-accept/>

### Late payment fee:

If you don't pay your bill by the due date you will incur a late payment fee of \$10.00. If you are experiencing any financial hardship, please contact our team for options available to you.

### Medical & Security Alarms:

If you use a medical or security alarm, you must make your own enquiry to see if it is compatible with the OptiComm service before signing up with Pennytel. It is important you contact your medical or security alarm provider to check if they are compatible with the OptiComm service and identify what alternatives are available before we move you to the OptiComm network.

### OptiComm service and power outages .

Your OptiComm service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

If your premises has, or requires, critical safety devices such as medical, fire or back-to-base alarms, lift phones or fire indicator panels, you should consider connecting to a secondary communications technology, such as a mobile network. Contact your critical safety device provider for more details.

### Customer Complaints:

Our complaints resolution team can be contacted at [complaints@pennytel.com.au](mailto:complaints@pennytel.com.au). Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

### Customer Support:

Speak to your Pennytel team on 1300 232 888.

Monday to Friday	9am-5pm AET
Saturday to Sunday	Closed

or by emailing [support@pennytel.com.au](mailto:support@pennytel.com.au)

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