



Fixed Wireless NBN Unlimited Critical Information Summary Minimum Term - Casual Month By Month Connection

This product delivers broadband internet via the nbn® Fixed Wireless network. It is only available at locations within designated Fixed Wireless service areas that have been confirmed as ready for service by nbnco.

Speed Tier	Theoretical Evening Speeds	Monthly Charge
25 / 5	25 Mbps	\$72
100 / 20	73 Mbps	\$89
250/20	200 Mbps	\$99
400 / 40	400 Mbps	\$105

Installation:

Your address will need to have been made ready for activation by nbn co, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Connection speed

Theoretical Speed is the highest speed the service could theoretically achieve in ideal conditions and is the typical speed achieved by customers subscribed to this service at peak times (7pm-11pm Mon-Fri). These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including environmental conditions including weather conditions and wireless interference, network infrastructure, your hardware and software configuration, type and source of content being accessed (e.g. games, website, download sources), and the number of other users on the network. Speeds may be slower when devices are connected by Wi-Fi. Fixed Wireless connections can also be impacted by the distance or line of sight to the tower and other local conditions and may not be able to achieve the full speed of their subscribed plan at any time of day. If you cannot achieve the full speeds of your plan and this cannot be fixed, you can move to a lower speed plan if available or exit your plan. nbn® fixed wireless plus services are delivered as a "best efforts" service.

Inclusions and Exclusions:

Your NBN 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 NBN plans are CG-NAT. This means your modem/router will use a private IP address, but when you access the internet, we will 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 \$3.00 inc gst per month.

Please let our Customer Service Team to know if you require a Static IP.

Residential grade service

This service is a residential grade service and does not include business priority support and service. If you require a business grade service, please check our website for more information.

Priority assistance

We cannot offer priority assistance on our service. If Priority Assistance is required, you should apply through a provider who can offer this service.

Self Installation:

Activation does not include installation or setup of the router at your premises. You will be responsible for connecting and configuring the router yourself.

Equipment Required:

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your address. 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. **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. 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.



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 & NBN Chargers Various

NBN Co charge a new development charge of \$300 to activate a connection for the first time at a premise that is in a newly developed area or building. We will let you know if this charge applies to you and will include this on your first bill. You must be over the age of 18 years to have NBN installed. If you are not the owner of the property or live in a strata property you must obtain the owners or strata approvals consent for installation. Once you have placed your order for an NBN connection and you wish to cancel due to change of mind no refund will be provided if it is in progress. "In Progress" means you have been notified via email that the order has been submitted. No pro-rata credits or refunds are offered for cancelling accounts. Please keep this in mind if you need to cancel your order. Other fees such as Missed Appointment fee, Cancelled Appointment fee, Subsequent Installation fee and No Fault Found fee may apply to you. We may also pass on any administrative costs that Pennytel incur in providing you with assistance or arranging an NBN appointment.

Acceptable Use Policy

You must comply with our Acceptable Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

Annual Price Review:

Our NBN 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 Date, Period, Notice and Amount

You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated be that via email or regular paper mail. Current customers that have

elected to receive their bill in paper format via regular mail a fee of \$3.00 will be applied to your account. All new customers joining Pennytel will receive their invoices electronically and will require a valid email address. You may access your Pennytel account online via our website portal where you can see your bill information and nominate your direct debit payment method. Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer your service to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts that you have paid.

Service Activation Date and First Bill Charges

Service charges begin from the day we activate your NBN service. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill maybe higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

Payments

You will pay your monthly recurring charges by Credit Card, Direct Debit, BPAY, Australia Post Billpay by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment process fees. Other payment methods and associated processing fees can be found on our website:

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

If your payment is not received on or before the due date, a late payment fee of \$10.00 may apply. If you are experiencing any financial hardship, our Payment Assistance Policy and form is located on our website under "Help & Support" or contact our team for options available to you.

Customer Complaints:

Our complaints resolution team can be contacted at . 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 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