

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's Mobile Broadband Data Pooling Plans. It is a summary only. Read it together with Pennytel's **General Terms, Standard Form of Agreement**, applicable rate schedules and policies at [www.pennytel.com.au/legal](http://www.pennytel.com.au/legal).

## 1. Information about the service

Pennytel Mobile Broadband Data Pooling Plans are **data-only mobile SIM services** that allow multiple eligible mobile broadband services on the same customer account to share a combined monthly data allowance. These plans are designed for use in compatible mobile broadband devices, tablets, laptops, routers or other compatible connected devices. They provide mobile data access in Australia but do **not** include voice calls, SMS or MMS.

You may request a new Australian mobile service number or transfer an existing eligible Australian mobile number to Pennytel.

Item	Summary
<b>Minimum term</b>	<b>Month-to-month services:</b> 1 month. <b>Fixed-term services:</b> Some Mobile Broadband Data Pooling services may be supplied on a fixed term where agreed at sign-up.
<b>Minimum total cost</b>	<b>Month-to-month services:</b> One month of the selected per-SIM plan charge, plus the \$10 one-off pool setup fee. For example, a 10GB plan with 1 SIM has a minimum total cost of \$32 in the first month. <b>Fixed-term services:</b> The selected per-SIM monthly plan charge multiplied by the agreed contract term, plus any applicable one-off pool setup fee, as disclosed at sign-up.
<b>Maximum monthly charge</b>	<b>Not calculable.</b> Your monthly cost may exceed the monthly plan charges if you incur additional charges, including Auto Data Bolt-ons, paper bills, late payment fees or other applicable charges.
<b>Early termination charge</b>	<b>Month-to-month services:</b> \$0. <b>Fixed-term services:</b> If you cancel before the end of the agreed term, an Early Termination Charge applies equal to 100% of the monthly service fees that would otherwise be payable over the remaining contract term period, as disclosed at sign-up.
<b>SIM activation &amp; porting</b>	<b>\$0</b>
<b>Pool setup fee</b>	<b>\$10</b> once-off fee per data pool
<b>Equipment required</b>	BYO compatible, unlocked 4G or 5G mobile broadband device. 5G access requires a compatible 5G device and 5G coverage.

## 2. Plans, Pricing & Charges

All prices include GST.

Plan	Monthly charge per SIM	Data Included	Network Access	Speed Cap* (Down/Up)
10GB	\$22	10 GB	4G	100/100 Mbps
30GB	\$30	30 GB	4G	100/100 Mbps
45GB	\$40	45 GB	4G & 5G	150/150 Mbps
60GB	\$50	60 GB	4G & 5G	250/250 Mbps

\* **Speed caps** are the maximum potential upload/download speeds for the plan. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

### Included in all plans

All plans include:

- the monthly mobile data allowance shown above, contributed to the shared data pool;
- use in Australia on compatible devices; and
- customer access to the Pennytel Customer Portal.

These plans do **not** include voice calls, SMS, MMS, international roaming or Data Banking or data rollover.

### 3. How Data Pooling works

- Each SIM contributes the monthly data allowance shown in the plan table to a shared data pool.
- **All SIMs on the same account pool share the combined monthly data allowance.**
- A pool may contain up to **300 SIMs**. If more than 300 SIMs are required, an additional pool must be created.
- Data Pooling is intended for **related services managed under the same customer account**. It is not intended for combining or reselling data across unrelated end customers.
- Mobile Broadband Data Pooling Plans do **not** include Data Banking or data rollover. Any unused pooled data is forfeited at the end of each billing period.
- If a service changes into a pooling plan, any previous data inclusions attached to that service may be forfeited. To help avoid this, Pennytel may schedule the change to occur at the end of the billing cycle where available.
- If a service is removed from a data pool, it loses the data it contributed to that pool and may need to move to a non-pooling plan to regain a standalone data balance.
- Usage information and pool-related notifications may be provided at the **account or pool level**, rather than separately to each individual SIM user.

### 4. Data top-ups

- Where the shared data pool has been fully used, a **10GB Auto Data Bolt-on** will be added to the pool for **\$60**.
- Auto Data Bolt-ons apply to the **pool**, not to individual SIMs.
- Up to **5 Auto Data Bolt-ons** may be applied in a billing period.
- If the fifth Auto Data Bolt-on is fully used, the pool will not be able to access further mobile data until the next billing cycle begins. Auto Data Bolt-ons are for use in Australia only and expire at the end of the billing period..

### 5. Additional charges and exclusions

Item	Charge
Pool setup fee	<b>\$10.00</b> once off, per pool
SIM card & activation	<b>\$0.00</b> (free)
Number porting	<b>\$0.00</b> (free) to keep an eligible Australian mobile number
Late Payment Fee	<b>\$10.00</b> may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	<b>\$3.00</b> per bill

These plans are for domestic use in Australia only. Plan inclusions cannot be used overseas.

### 6. Network access, coverage and 5G

- **Pennytel uses the Telstra Wholesale Mobile Network**, learn more at [www.telstrawholesale.com.au/mobile-network](http://www.telstrawholesale.com.au/mobile-network)
- Check likely coverage before purchase at [www.pennytel.com.au/coverage](http://www.pennytel.com.au/coverage).
- 5G access is available on the **45GB and 60GB plans**. To access 5G, you will need a **5G-compatible device** and be within a **5G coverage area**. 5G is available in most metro and regional areas and continues to expand. Check coverage before purchase.

### 7. Emergency calls — important limitations

- Pennytel Mobile Broadband Data Pooling Plans are **data-only services** and do not include voice calling.
- Do **not** rely on a Mobile Broadband Data Pooling service as your means of making **000 emergency calls**. Many devices used with these plans, including routers, tablets and other data-only devices, may not be capable of making voice calls or emergency calls.
- Maintain an appropriate alternative means of communication for emergency calling.

### 8. Billing, usage information and itemised bills

- Pennytel services are **postpaid services**. Charges and inclusions are metered on a monthly billing cycle from the **28th of each month to the 27th of the following month**.
- Service charges start from the day your service is activated. If your service is activated part-way through a billing cycle, your first bill may include a **pro-rata charge** for the period from your activation date to the 27th of that month and the next month's plan charge in advance. This means your first bill may be higher than your standard monthly plan charge.
- Because data is shared across the pool, usage information and pool-related notifications may be provided at the **account or pool level**, rather than separately to each individual SIM user.
- Invoices are generally issued after the billing cycle starts and sent to your nominated email address.
- If you request a printed and mailed bill, Pennytel may charge a paper bill fee where that fee has been disclosed to you and is permitted by law.
- You can access available account, bill, usage and service information through the **Pennytel Customer Portal**. Usage information

may not always be real-time.

- You may request an itemised bill for any current or past billing period. Pennytel provides itemised bills by email at no charge. If you request a printed and mailed itemised bill, Pennytel may charge a paper bill fee
- You may cancel your service or transfer your service number to another provider at any time. Any applicable Early Termination Charge for a fixed-term service will apply as described in this Critical Information Summary. You will not receive a refund or credit for unused days remaining in your current billing period.
- See Pennytel's **Billing & Refunds Information, Payment Assistance Policy** and other applicable policies at [www.pennytel.com.au/legal](http://www.pennytel.com.au/legal).

## 9. Changes, support and complaints

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Pennytel may change prices, terms, services or offers in accordance with its General Terms and applicable law. Where Pennytel reasonably considers that a change is likely to have more than a minor adverse impact on you, Pennytel will provide at least **14 days' written notice** before the change takes effect, unless a shorter notice period is permitted or required under the General Terms or applicable law.

### Contact Pennytel

- **Phone:** 1300 232 888, Monday to Friday, 9:00am–5:00pm AET
- **Email:** [support@pennytel.com.au](mailto:support@pennytel.com.au)
- **Website chatbot:** Penny is available on the Pennytel website
- **Customer Portal:** Existing customers may contact Pennytel directly through the portal

### Complaints

If you have a complaint, contact Pennytel:

- **Email:** [complaints@pennytel.com.au](mailto:complaints@pennytel.com.au)
- **Phone:** 1300 232 888

Pennytel will handle complaints in accordance with its **Complaints Handling Process — Including Network Outage Complaints**.

If you are not satisfied with how Pennytel has handled your complaint, you may contact the **Telecommunications Industry Ombudsman**, a free and independent dispute resolution service:

- **Phone:** 1800 062 058 or **Online:** [tio.com.au](http://tio.com.au)

## 10. Other important information

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### Service provider

- **Pennytel Australia Pty Ltd** (ABN 12 166 566 632) is responsible for providing these Mobile Broadband Data Pooling services.

### Priority Assistance and Customer Service Guarantee

- Priority Assistance is not available for Pennytel Mobile Broadband Data Pooling Plans. The Customer Service Guarantee does not apply to mobile broadband services.

### Australian Consumer Law

- Our services come with guarantees under the **Australian Consumer Law** that cannot be excluded. Nothing in this Critical Information Summary excludes, restricts or modifies your rights under the Australian Consumer Law.

### Promotions

- This summary describes Pennytel's standard Mobile Broadband Data Pooling Plans. If a promotional offer, discount or bonus inclusion applies, the separate promotional terms will describe that variation.