

Pennytel Mobile Broadband Plans

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

1. Information about the service

Pennytel Mobile Broadband Plans are **data-only mobile SIM services** for use in compatible MBB devices such as tablets, laptops, routers or other compatible connected devices. These plans provide mobile data access in Australia but do **not** include voice calls, SMS or MMS. You may request new Australian mobile numbers or transfer existing Australian mobile numbers to Pennytel.

Item	Summary
Minimum term	Month-to-month services: 1 month. Fixed-term services: Some Mobile Broadband services may be supplied on a fixed term where agreed at sign-up.
Minimum total cost	Month-to-month services: One month of the selected plan charge shown below. Fixed-term services: The selected monthly plan charge multiplied by the agreed fixed-term contract period, as disclosed at sign-up.
Maximum monthly charge	Not calculable. Your monthly cost may exceed the plan charge if you incur additional charges, including automatic or manual data bolt-ons, paper bills, late payment fees or other applicable charges.
Early termination charge	Month-to-month services: \$0. Fixed-term services: If you cancel before the end of the agreed contract 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. If you cancel or transfer your service, you will not receive a refund or credit for unused days remaining in your current billing period.
SIM activation & porting	\$0
Equipment required	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	Data Included	Network Access	Speed Cap* (Down/Up)	Data Bank
15GB	\$22	15 GB	4G	100/100 Mbps	Up to 500 GB
29GB	\$27	29 GB	4G & 5G	150/150 Mbps	Up to 1,000 GB
40GB	\$29	40 GB	4G & 5G	150/150 Mbps	Up to 1,000 GB
65GB	\$35	65 GB	4G & 5G	150/150 Mbps	Up to 1,000 GB
100GB	\$42	100 GB	4G & 5G	150/150 Mbps	Up to 1,000 GB
120GB	\$50	120 GB	4G & 5G	250/250 Mbps	Up to 1,000 GB
150GB	\$52	150 GB	4G & 5G	250/250 Mbps	Up to 1,000 GB
180GB	\$56	180 GB	4G & 5G	250/250 Mbps	Up to 1,000 GB
400GB	\$65	400 GB	4G & 5G	250/250 Mbps	No data banking

* **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;
- use in Australia on compatible devices; and
- customer access to the Pennytel Customer Portal.

These plans do **not** include:

- voice calls;

- SMS;
- MMS; or
- international roaming.

Use of the service is subject to Pennytel's **Acceptable Use Policy**.

3. Data usage, Data Banking and data bolt-ons

Data Banking

Data Banking applies to the **15GB to 180GB** plans.

- Unused included monthly data is added to your Data Bank at the end of the billing cycle, up to the cap shown in the plan table.
- The **15GB plan** has a Data Bank cap of **500GB**.
- The **29GB, 40GB, 65GB, 100GB, 120GB, 150GB and 180GB** plans have a Data Bank cap of **1,000GB**.
- Banked data is for use in Australia only.
- If you upgrade to a higher-cost eligible Mobile Broadband plan, your banked data remains available.
- If you downgrade to a lower-cost plan, any banked data is forfeited.
- If you move to a plan that is not eligible for Data Banking, any banked data is forfeited.
- If your service is suspended, it retains its banked data, but it will not accumulate further data while suspended.
- If your service is cancelled, disconnected or transferred to another provider, any banked data is forfeited.

The 400GB plan does not have Data Banking or Auto Data Top-up.

Additional data bolt-ons

For the **15GB to 180GB** plans:

- once your included monthly data and any available Data Bank have been used, a **2GB Auto Data Bolt-on** is automatically added for **\$10**;
- up to **5 Auto Data Bolt-ons** may be applied in a billing cycle;
- after the fifth Auto Data Bolt-on has been used, you may purchase up to **5 Manual Data Bolt-ons** of **1GB for \$10 each** by contacting Pennytel; and
- data bolt-ons expire at the end of the applicable billing cycle.

4. Additional charges and exclusions

Item	Charge
SIM card & activation	\$0.00 (free)
Number porting	\$0.00 (free) to keep an eligible Australian mobile number
2GB Auto Data Bolt-on	\$10.00 each, up to 5 per billing cycle , where applicable
1GB Manual Data Bolt-on	\$10.00 each, up to 5 per billing cycle , where applicable
Late Payment Fee	\$10.00 may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	\$3.00 per bill

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

5. Network access, coverage and emergency calls

- Pennytel uses the Telstra Wholesale Mobile Network, learn more at www.telstrawholesale.com.au/mobile-network. Check likely coverage before purchase at www.pennytel.com.au/coverage
- 5G access is available on the **29GB plan and above**. To access 5G, you will need a 5G-compatible device and be within a 5G coverage area. 5G is available in selected areas and continues to expand. Check coverage before purchase.

6. Emergency calls — important limitations

- Mobile services rely on handset power, device compatibility and available mobile network coverage. If your handset has no battery, is faulty, is not compatible with the available network or is outside mobile coverage, you may be unable to call **000**.
- If you or another person relies on uninterrupted access to emergency calling, consider maintaining an appropriate alternative means of communication.

7. 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.
- 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
- See Pennytel's **Billing & Refunds Information, Payment Assistance Policy** and other applicable policies at www.pennytel.com.au/legal.

8. Changes, support and complaints

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
- **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
- **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
- **Online:** tio.com.au

9. Other important information

Service provider

- **Pennytel Australia Pty Ltd** (ABN 12 166 566 632) acts as a reseller and uses part of the 5G/4G mobile network and capabilities of **Telstra Corporation Limited** (ABN 33 051 775 556) to provide these mobile services. Despite this, Pennytel is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

Priority Assistance and Customer Service Guarantee

- Priority Assistance is not available for Pennytel Mobile Data Pooling Plans. The Customer Service Guarantee does not apply to mobile 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 Data Pooling Plans. If a promotional offer, discount or bonus inclusion applies, the separate promotional terms will describe that variation.