

Pennytel Mobile Data Pooling Plans

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's Mobile 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 pennytel.com.au/legal.

1. Information about the service

Pennytel Mobile Data Pooling Plans are **SIM-only mobile services** designed for business and residential customers who want multiple mobile services to share a combined monthly data allowance. Each SIM contributes its plan data allowance to a shared data pool, and all SIMs in the same account pool draw from that combined data allowance. 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 Data Pooling 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 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. Fixed-term services: 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.
Maximum monthly charge	Not calculable. Your monthly cost may exceed the plan charge if you use or incur charges for services outside plan inclusions, including Pay As You Go usage, International Roaming Travel Packs, 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 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.
SIM activation & porting	\$0
Pool setup fee	\$10 once-off fee per data pool
Equipment required	BYO compatible, unlocked mobile handset. Voice calling requires a compatible 4G/VoLTE handset. 5G access requires a compatible 5G handset and 5G coverage.

2. Plans, Pricing & Charges

All prices include GST.

Plan	Monthly charge	Data Included	Network Access	Speed Cap* (Down/Up)	International calls & SMS from Australia
10GB	\$28	10 GB	4G	100/100 Mbps	PAYG if enabled
30GB	\$36	30 GB	4G	100/100 Mbps	Included to 15 countries
45GB	\$47	45 GB	4G & 5G	150/150 Mbps	Included to 15 countries
60GB	\$55	60 GB	4G & 5G	250/250 Mbps	Included to 15 countries

* **Speed caps** are the maximum potential upload/download speeds for the plan. Actual speeds may be lower and vary due to location, coverage, network congestion, device capability and other technical factors.

Included in all plans

All plans include:

- unlimited standard calls in Australia to Australian landlines, mobiles, 13, 1300 and 1800 numbers;
- unlimited standard SMS to Australian mobile numbers;
- unlimited standard photo MMS to Australian mobile numbers;
- voicemail;
- call forwarding in Australia to Australian fixed lines and mobiles;
- the monthly mobile data allowance shown above; and
- customer access to the Pennytel Customer Portal.

Unlimited inclusions are subject to Pennytel's **Acceptable Use Policy**.

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.
- Mobile Data Pooling Plans do **not** include Data Banking or data rollover.
- Unused pooled data is forfeited at the end of each billing period.
- If the shared pool data allowance is exhausted, **all SIMs in the pool will no longer have access to mobile data** until the pool refreshes at the start of the next billing period. No automatic data top-up applies.
- Plan changes into or out of a data pool may result in unused data or data contributed to the pool being forfeited.
- 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.

4. International calls, SMS and MMS

- The **30GB, 45GB and 60GB** plans include unlimited standard calls and SMS from Australia to landlines and mobiles in: China, France, Germany, Greece, Hong Kong, India, Ireland, Malaysia, New Zealand, Singapore, South Korea, Thailand, United Kingdom, USA and Vietnam.
- The **10GB** plan does not include international calls or SMS. International calling is disabled when you first join this plan. You may ask Pennytel to enable it; once enabled, **Pay As You Go rates** apply.
- Calls or SMS to destinations not included in your plan are charged at applicable **Pay As You Go rates**.
- **International MMS is not included on any plan. Pay As You Go rates apply.**
- See www.pennytel.com.au/legal for applicable international and Pay As You Go rates.

5. Additional charges and exclusions

Item	Charge
Pool setup fee	\$10.00 once off, per pool
SIM card & activation	\$0.00 (free)
Number porting	\$0.00 (free) to keep your existing AU mobile number
International Calls / SMS	PAYG rates apply outside plan inclusions
International MMS	PAYG rates apply
International Roaming Travel Pack	Available in eligible countries see International Roaming CIS at www.pennytel.com.au
Late Payment Fee	\$10.00 may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	\$3.00 per bill

Non-standard calls, SMS or MMS — such as **premium numbers, directory assistance, time and weather services, mobile satellite** services and other non-standard destinations — may be charged separately or may not be supported. See Pennytel's applicable rate schedules at www.pennytel.com.au/legal.

6. International roaming

- International roaming is **not included** in your monthly plan charge. Pennytel offers optional **International Roaming Travel Packs** in eligible countries. Travel Pack availability, eligible countries, inclusions, activation instructions, expiry rules and charges are set out in Pennytel's **International Roaming Travel Pack Information** at www.pennytel.com.au/legal Check this information before travelling.

7. 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 only on the **45GB and 60GB** plans, requires a compatible 5G handset and is available in selected areas.

8. 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.

9. 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.

10. Changes, support and complaints

Pennytel may change prices, terms, services or offers in accordance with its General Terms & 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

11. 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 CSG 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.