

Pennytel NBN Enterprise Ethernet Plans

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel’s NBN Enterprise Ethernet 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 NBN Enterprise Ethernet Plans provide **symmetrical fibre broadband services** over the National Broadband Network, designed for business-grade connectivity requiring higher performance, enhanced fault handling and service level commitments. These plans use **Low Class of Service (Low CoS)**. Low CoS is a **best-effort, contended service**. Service availability depends on the location of the premises and nbn’s ability to provision NBN Enterprise Ethernet at that site.

Item	Summary
Minimum term	12 months. Plans are available on 12, 24 or 36 month fixed contract terms.
Minimum total cost	The applicable setup fee plus the monthly recurring access fee multiplied by the selected contract term. See the pricing tables below. Additional fibre build charges may apply in some locations.
Maximum monthly charge	Not calculable. Your total charges may exceed the monthly recurring access fee if additional charges apply, including fibre build charges, in-flight cancellation charges, service relocation charges, paper bills, late payment fees or other applicable charges.
Early termination charge	If you cancel the service during the contract period, the Early Termination Charge is 100% of the monthly access fees payable for the remainder of the contract term.
Typical activation timeframe	Activation typically takes 30–45 business days , subject to site readiness, nbn provisioning requirements and any fibre build work.
NTD	NBN will install a business Network Termination Device (NTD) during service provisioning
Equipment required	Customer router/firewall is not included. You must provide your own suitable equipment or purchase equipment separately from Pennytel where available.

2. Plans, Pricing & Charges

Contract terms and setup fees

All prices include GST

Contract Terms	Setup fee
12 months	\$6,000
24 months	\$2,000
36 months	\$0

Monthly recurring access fees

All prices include GST

Service speed	Monthly recurring charge
250 / 250 Mbps	\$575
500 / 500 Mbps	\$675
1000 / 1000 Mbps	\$900

Minimum total contract cost

Your minimum total contract cost is the applicable setup fee plus the monthly recurring access fee for your selected speed tier, multiplied by the selected contract term.

It does not include additional fibre build charges, in-flight cancellation charges, service relocation charges, paper bill fees, late payment fees or other applicable charges.

All prices include GST.

Service speed	12 months	24 months	36 months
250 / 250 Mbps	\$12,900	\$15,800	\$20,700
500 / 500 Mbps	\$14,100	\$18,200	\$24,300
1000 / 1000 Mbps	\$16,800	\$23,600	\$32,400

Available speeds and performance

Available plans provide symmetrical access speeds from **250 / 250 Mbps** to **1000 / 1000 Mbps**.

Actual speeds may be lower than the selected access speed due to factors including:

- your network configuration;
- the location of the premises;
- the content or destination being accessed;
- the number of users or devices simultaneously accessing the network; and
- other technical or network conditions.

Included in all plans

All NBN Enterprise Ethernet Plans include:

- nbn Enterprise Ethernet symmetrical fibre service at the chosen speed tier;
- **Low CoS**, which is a best-effort, contended service;
- **1 Static IP address**;
- service level agreement-backed fault handling;
- Pennytel customer support Monday to Friday, 9:00am–5:00pm AET; and
- priority fault handling available **24x7**.

3. Fibre builds, activation and order cancellation

Fibre builds

Some locations may require a **fibre build** before NBN Enterprise Ethernet can be delivered.

- Any additional fibre build cost will be quoted to you once those costs become known via nbn.
- You may cancel the order **without incurring charges** if you do not wish to proceed after the additional fibre build cost is advised.
- If you confirm that you wish to proceed, the fibre build charge will apply in addition to the standard plan charges.

In-flight order cancellations

If an order is cancelled during the provisioning phase, **in-flight cancellation charges may apply**, depending on the nbn completion stage of the order at the time of cancellation.

4. Service relocations

Relocation of an NBN Enterprise Ethernet service is subject to:

- availability of NBN Enterprise Ethernet at the new location; and
- Pennytel agreeing to provide a new service at that location.

A service relocation may be available where you enter into a **new contract** for the new premises at an **equivalent or higher speed tier** and on an **equivalent or longer contract term commitment**.

Charges may apply at the new location, including:

- activation charges;
- fibre build charges; and
- any other applicable provisioning costs.

No Early Termination Charge will apply to the existing service being terminated where:

- Pennytel agrees to the relocation; and
- a new contract is signed for an equivalent or higher speed tier and contract term at the new location.

5. Additional charges and exclusions

Item	Charge
Setup fee - 12 month contract	\$6,000
Setup fee - 24 month contract	\$2,000
Setup fee - 36 month contract	\$0
Additional fibre build charge	Quoted where required by nbn
In-flight cancellation charges	May apply if the order is cancelled during provisioning, depending on the nbn completion stage
Service relocation charges	May apply, including activation and fibre build charges at the new location
Late Payment Fee	\$10.00 may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	\$3.00 per bill

Not included

These plans do **not** include:

- a customer router or firewall;
- internal customer network design or configuration;
- a voice or telephone service;
- battery backup;
- Priority Assistance; or
- the Customer Service Guarantee.

6. 6. Emergency calling and power outages

This broadband service does **not** include a voice or telephone service.

If you use a separate internet-based phone or VoIP service over your NBN Enterprise Ethernet connection, it may not work during a:

- power outage;
- broadband or nbn network outage;
- fibre fault;
- equipment failure; or
- loss of internet connectivity.

This may prevent you from calling **000** using that separate phone service.

If you or another person at the premises relies on uninterrupted access to emergency calling, maintain an appropriate alternative means of communication.

7. Billing, service information and itemised bills

- Pennytel NBN Enterprise Ethernet Plans are **postpaid services**.
- Charges 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 monthly recurring access fee in advance. This means your first bill may be higher than your standard monthly recurring charge.
- Invoices are generally issued after the billing cycle starts and sent to your nominated email address. Direct debit from a bank account or payment card is Pennytel's default payment method.
- You can access available account, bill and service information through the Pennytel Customer Portal.
- 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 where that fee has been disclosed to you and is permitted by law.
- 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) supplies the retail service. Carriage is provided over the **National Broadband Network** operated by **NBN Co Limited**.

Customer Service Guarantee and Priority Assistance

- The **Customer Service Guarantee** does not generally apply to enterprise-grade data services, including NBN Enterprise Ethernet services. Service levels are instead governed by the applicable wholesale and retail service level agreements.
- Priority Assistance is not available for Pennytel NBN Enterprise Ethernet services. If Priority Assistance is required, contact Telstra on **132 203**.

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 and customer quotes

- This summary describes Pennytel's standard NBN Enterprise Ethernet Plans. If a promotional offer, tailored quote or additional service-specific term applies, the relevant quote, order form or promotional terms will describe that variation.