

This Critical Information Summary outlines the key features, pricing and conditions of Pennytel's OptiComm Fibre 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 OptiComm Fibre Plans provide broadband over the **OptiComm Fibre to the Premises network**. This CIS applies to Pennytel OptiComm fibre broadband services. It does not apply to nbn fixed-line, nbn Fixed Wireless, mobile broadband or other Pennytel services. Your address determines whether OptiComm fibre is available and which speed tiers can be supplied. Check service availability before signing up at www.pennytel.com.au or by calling **1300 232 888**.

Item	Summary
Minimum term	For Month-to-month services : 1 month. For Fixed-term services : some OptiComm 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, plus any applicable OptiComm connection, new development, equipment or other charges advised before your order proceeds. Fixed-term services : the selected monthly plan charge multiplied by the agreed contract term, plus any applicable OptiComm connection, new development, equipment or other charges disclosed at sign-up.
Maximum monthly charge	Not calculable . Your monthly cost may exceed the plan charge if you incur additional charges, including optional Static IP, modem purchase costs, OptiComm connection charges, OptiComm new development fees, failed appointment fees, 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, plus any unpaid hardware balance, as disclosed at sign-up.
Activation & setup	\$0 for standard Pennytel activation. OptiComm connection or new development charges may apply in some circumstances.
Equipment required	You need OptiComm equipment installed at your premises and a compatible modem/router. A Pennytel-supplied modem may be purchased separately where available.

2. Plans, Pricing & Charges

All prices include GST.

If your connection cannot support the speed tier you have selected and this cannot be fixed, Pennytel will explain your options. These may include moving to a lower-speed plan or cancelling without penalty.

Speed tier	Typical evening download speed*	Typical evening upload speed*	Monthly charge
OptiComm 25/10	24 Mbps	9 Mbps	\$72
OptiComm 50/20	49 Mbps	18 Mbps	\$84
OptiComm 100/20	98 Mbps	TBA	\$89
OptiComm 100/40	98 Mbps	TBA	\$99
OptiComm 250/25	246 Mbps	TBA	\$99
OptiComm 1000/50	600 Mbps	TBA	\$114

* **Typical evening download speeds** are measured during the busy period of **7:00pm to 11:00pm each day** and are updated on an ongoing basis. Actual speeds may be lower and vary due to factors including your selected speed tier, modem/router, in-home wiring, Wi-Fi conditions, network congestion, the number of connected devices, device capability and the source or destination of the content you access.

Included in all plans

All plans include:

- unlimited OptiComm fibre broadband on the selected speed tier;
- standard Pennytel activation where available;
- no excess data usage charges; and
- customer support during Pennytel's published support hours.

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

3. Additional charges and exclusions

Item	Charge
Activation / Setup	\$0 for standard activation
OptiComm new development Fee	\$300 incl GST where charged by OptiComm
OptiComm connection charge	\$330 incl GST where the premises is classified as OptiComm Class 1–3, or \$550 incl GST where classified as Class 5
OptiComm failed appointment fee	\$97 incl GST where charged by nbn co
Static IP	Optional, \$3 per month incl GST
Pennytel supplied modem	Optional outright purchase, options from \$99 plus delivery
Late Payment Fee	\$10.00 may apply if an invoice remains unpaid 14 days after the due date
Paper Bill	\$3.00 per bill

OptiComm equipment and connection requirements

- To use the service, your premises must have the required OptiComm fibre equipment installed and ready for service.
- If OptiComm equipment is not already installed at your premises, installation or connection work may be required before Pennytel can supply the service. Additional OptiComm charges may apply and will be advised where known before your order proceeds.

Static IP and CG-NAT

- Pennytel OptiComm services use **CG-NAT** by default. A Static IP may be needed for services such as self-hosted servers, port forwarding or some remote-access devices.

Services not included

- Pennytel OptiComm Fibre Plans do **not** include:
- a modem/router, unless separately purchased;
- a voice or telephone service;
- battery backup; or
- Priority Assistance.

4. Plan changes

- You may request to change your OptiComm plan.
- If you upgrade your plan during a billing cycle, you may need to pay the difference between your current plan and the new plan for the remainder of that billing cycle.
- If you downgrade your plan during a billing cycle, Pennytel does not generally provide a pro-rata refund or credit for the unused portion of the higher plan, unless Pennytel agrees or is required to do so by law.
- Plan changes are subject to service availability, the speed tiers available at your address and any contract term that applies to your service.

5. Power outages, emergency calling and connected devices

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

Your OptiComm internet service requires power to operate. If there is a power outage, or if your modem, router, OptiComm equipment or relevant connection equipment is not working, your internet service may not operate.

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

- power outage;
- broadband or OptiComm network outage;
- equipment failure; or
- loss of internet connectivity.

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

If you or another person relies on uninterrupted access to emergency calling, maintain an appropriate alternative means of communication, such as a charged mobile phone.

Medical alarms, security alarms and other connected devices

- Before connecting to an OptiComm-based service, check with your medical alarm, security alarm, monitored alarm, lift phone, fire indicator panel or other device provider whether the device will work over the OptiComm service and during a power

outage.

- You may need to reconfigure, replace or make alternative arrangements for those devices.

6. Billing, usage information and itemised bills

- Pennytel OptiComm Fibre Plans 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. 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 pennytel.com.au/legal.

7. 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

8. Other important information

Service provider

- **Pennytel Australia Pty Ltd** (ABN 12 166 566 632) supplies the retail broadband service. The broadband access service is delivered over the **OptiComm fibre network**.
- Pennytel remains your retail service provider and your point of contact for service questions, faults, billing and support.

Priority Assistance and Customer Service Guarantee

- Priority Assistance is not available for Pennytel OptiComm Fibre Plans.
- The Customer Service Guarantee does not apply to 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 and customer quotes

- This summary describes Pennytel's standard OptiComm Fibre Plans. If a promotional offer, customer-specific quote, discount, fixed-term arrangement or additional service-specific term applies, the relevant quote, order form or promotional terms will describe that variation.

