



Pay-As-You-Go (PAYG) Rates – Non-Standard Usage

Updated 8 May 2026

Pennytel may update this document from time to time. The current version is published on our website.

Where a change materially affects your rights or obligations, we will provide any notice required by your agreement or applicable law.

1. About these rates

These Pay-As-You-Go (**PAYG**) rates apply only where the relevant usage is **not included** in your Pennytel plan or other service inclusions.

To check what is included in your plan, refer to the **Critical Information Summary** for your service.

The rates shown in this schedule are current as at the date of this document. If a rate changes, Pennytel will provide any notice required under your agreement and applicable law.

All rates in this schedule include GST unless stated otherwise.

PAYG rates apply to usage that is not included as part of your Pennytel service. If a PAYG rate changes, Pennytel will provide any notice required under your agreement and applicable law. To check your inclusions, refer to the Critical Information Summary for your plan.

2. Data top-up

Description	Cost
1GB data top-up	\$10

3. Non-standard calls

Description	Flagfall fee	Rate	Interval
Call forwarding to fixed AU lines (all carriers)	\$0.00	\$0.1300	Per minute
Call forwarding to AU mobiles	\$0.00	\$0.1300	Per minute
Video call - international	\$0.5300	\$3.5600	Per minute
Video call - national	\$0.4000	\$2.1100	Per minute
Telstra Mobile Satellite [014710, x1, x2, x4, x5, x6]	\$0.4800	\$1.4400	Per minute
Optus MobileSat [01451, x2, x3]	\$0.4300	\$2.3800	Per minute
Dial IT services - Time [1194]	\$1.9800	\$0.00	per call
Dial IT services - Weather [1196]	\$1.9800	\$0.00	per call
National Directory Assistance [1223]	\$1.1400	\$0.00	per call

4. Non-standard SMS

Description	Cost	Interval
SMS to all International	\$0.3300	Per SMS

QUESTIONS OR CONCERNS?

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Description	Cost	Interval
SMS to 13/1300	\$0.09	per SMS
SMS to 08/1800	\$0.09	per SMS
SMS for iPhone message set up [+447786205094]	\$0.13	per SMS

5. Non-standard MMS

Description	Cost	Interval
To all national (video MMS)	\$0.40	per MMS
To all international (standard MMS)	\$0.66	per MMS
To all international (video MMS)	\$0.92	per MMS

6. International call rates

You can enable international calling features on your service.

International call rates apply to international calls that are not included in your plan. These calls are charged on a PAYG basis.

The rates below are charged per minute and apply to calls to both landline and mobile numbers unless a separate mobile rate is listed.

International destination	Cost (per minute)
Afghanistan	\$1.37
Albania	\$0.76
Algeria	\$1.37
American Samoa	\$1.94
Andorra	\$0.49
Angola	\$0.84
Anguilla	\$0.95
Antarctica	\$5.17
Antigua and Barbuda	\$0.83
Argentina	\$0.45
Argentina (mobile)	\$0.90
Armenia	\$0.85
Aruba	\$0.68

International destination	Cost (per minute)
Ascension Island	\$6.25
Austria	\$0.53
Austria (mobile)	\$1.06
Azerbaijan	\$0.85
Bahamas	\$0.57
Bahrain	\$0.82
Bangladesh	\$0.69
Bangladesh (mobile)	\$0.93
Barbados	\$0.74
Belarus	\$1.23
Belgium	\$0.44
Belgium (mobile)	\$0.98
Belize	\$1.83

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International destination	Cost (per minute)
Benin	\$2.78
Bermuda	\$0.57
Bhutan	\$1.24
Bolivia	\$0.74
Bosnia and Herzegovina	\$0.86
Bosnia-Herzegovina Mobile	\$1.24
Botswana	\$0.91
Brazil	\$0.50
Brazil (mobile)	\$0.91
Brunei	\$0.52
Bulgaria	\$1.05
Burkina Faso	\$2.78
Burundi	\$2.78
Cabo Verde	\$2.78
Cambodia	\$0.81
Cambodia (mobile)	\$0.88
Cameroon	\$1.37
Canada	\$0.44
Cayman Islands	\$0.72
Central African Republic	\$3.51
Chad	\$2.07
Chile	\$0.41
Chile (mobile)	\$0.89
China	\$0.26
China (mobile)	\$0.26
Colombia	\$0.74
Comoro Islands	\$1.09
Congo (formerly Zaire)	\$1.62
Congo Democratic Republic	\$1.38

International destination	Cost (per minute)
Cook Islands	\$2.72
Costa Rica	\$0.56
Côte d'Ivoire	\$3.66
Croatia	\$0.65
Croatia (mobile)	\$1.51
Cuba	\$2.75
Cyprus	\$0.53
Cyprus (mobile)	\$0.66
Czech Republic	\$0.59
Czech Republic Mobile	\$0.91
Denmark	\$0.44
Denmark (mobile)	\$0.97
Diego Garcia	\$4.24
Djibouti	\$1.37
Dominica	\$2.75
Dominican Republic	\$0.57
East Timor	\$4.56
Ecuador	\$0.74
Egypt	\$0.80
Egypt Mobile	\$0.88
El Salvador	\$0.73
Equatorial Guinea	\$1.55
Eritrea	\$1.37
Estonia	\$2.37
Ethiopia	\$1.37
Falkland Islands (Malvinas)	\$5.86
Faroe Islands	\$1.37
Fiji	\$0.96
Fiji (mobile)	\$1.24

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International destination	Cost (per minute)
Finland	\$0.50
Finland (mobile)	\$1.64
Former Yugoslav Rep of Macedonia	\$0.76
Former Yugoslav Rep of Macedonia (mobile)	\$1.31
France	\$0.41
France (mobile)	\$0.76
French Guiana	\$0.85
French Polynesia	\$0.90
Gabon	\$2.78
Gambia	\$6.46
Georgia	\$0.85
Germany	\$0.26
Germany (mobile)	\$0.62
Ghana	\$0.90
Gibraltar	\$1.51
GLOBAL NWK ONAIR AIRCRAFTS	\$17.52
Globalstar	\$17.52
Greece	\$0.44
Greece (mobile)	\$1.20
Greenland	\$1.37
Grenada & Carriacou	\$1.83
Guadeloupe	\$0.89
Guam	\$0.86
Guantanamo	\$3.45
Guatemala	\$0.74
Guinea	\$2.78
Guinea Bissau	\$2.37

International destination	Cost (per minute)
Guyana	\$1.36
Haiti	\$1.07
Holy See (Vatican City State)	\$0.49
Honduras	\$1.22
Hong Kong	\$0.26
Hong Kong (mobile)	\$0.26
Hungary	\$0.52
Hungary (mobile)	\$1.01
Iceland	\$0.98
India	\$0.49
India (mobile)	\$0.47
Indonesia	\$0.62
Indonesia (mobile)	\$0.78
Inmarsat - BGAN	\$33.71
Inmarsat Aero - Atlantic Ocean West	\$15.56
Inmarsat B	\$7.96
Inmarsat B - Single Num Access Code	\$33.71
Inmarsat GAN ISDN	\$16.90
Inmarsat M	\$4.57
Inmarsat Mini M	\$3.83
Iran	\$0.63
Iran (mobile)	\$0.52
Iraq	\$0.93
Ireland	\$0.43
Ireland (mobile)	\$0.95
Iridium Satellite	\$6.20
Israel	\$0.45
Israel (mobile)	\$0.59

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International destination	Cost (per minute)
Italy	\$0.26
Italy (mobile)	\$0.67
Jamaica	\$0.88
Japan	\$0.48
Japan (mobile)	\$0.77
Jordan	\$0.71
Jordan (mobile)	\$0.89
Kazakhstan	\$0.85
Kenya	\$0.75
Kenya (mobile)	\$1.09
Kiribati	\$4.13
Kuwait	\$0.86
Kyrgyzstan	\$0.85
Laos	\$0.94
Latvia	\$2.13
Lebanon	\$0.63
Lebanon (mobile)	\$1.33
Lesotho	\$1.45
Liberia	\$1.59
Libya	\$1.39
Liechtenstein	\$0.50
Lithuania	\$2.11
Luxembourg	\$0.55
Macau	\$0.53
Madagascar	\$2.07
Malawi	\$1.00
Malaysia	\$0.28
Malaysia (mobile)	\$0.28
Maldives Islands	\$2.82

International destination	Cost (per minute)
Mali	\$1.20
Malta	\$0.70
Malta (mobile)	\$1.54
Marshall Islands	\$1.24
Martinique	\$0.91
Mauritania	\$2.78
Mauritius	\$0.82
Mayotte	\$1.51
MCP Maritime Comms	\$17.52
Mexico	\$0.75
Micronesia (Federated States of)	\$1.90
Moldova	\$1.18
Monaco	\$0.74
Mongolia	\$1.46
Montenegro	\$1.18
Montserrat	\$0.99
Morocco	\$1.37
Mozambique	\$1.22
Myanmar (Burma)	\$1.24
Namibia	\$0.83
Nauru	\$3.12
Nepal	\$0.96
Netherlands	\$0.43
Netherlands (mobile)	\$1.00
Netherlands Antilles	\$0.73
New Caledonia	\$1.09
New Zealand	\$0.26
New Zealand (mobile)	\$0.70
Nicaragua	\$0.74

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International destination	Cost (per minute)
Niger	\$1.34
Nigeria	\$0.80
Niue	\$5.60
Norfolk Island	\$4.87
North Korea	\$5.36
Northern Mariana Islands	\$1.83
Norway	\$0.42
Norway (mobile)	\$0.96
Oman	\$1.02
Pakistan	\$0.72
Pakistan (mobile)	\$0.80
Palau	\$2.69
Palestine	\$0.52
Panama	\$0.68
Papua New Guinea	\$2.23
Paraguay	\$0.74
Peru	\$0.58
Philippines	\$0.46
Philippines (mobile)	\$0.60
Poland	\$0.46
Poland (mobile)	\$1.01
Portugal	\$0.46
Portugal (mobile)	\$1.72
Puerto Rico	\$0.48
Qatar	\$1.30
Reunion Island	\$0.95
Romania	\$0.64
Romania (mobile)	\$1.11
Russian Federation	\$3.50

International destination	Cost (per minute)
Russian Federation Mobile	\$0.70
Rwanda	\$1.03
Saint Helena Ascension and Tristan da Cunha	\$18.04
Saint Kitts and Nevis	\$1.83
Saint Lucia	\$1.83
Saint Pierre and Miquelon	\$1.62
Saint Vincent and The Grenadines	\$1.83
Samoa	\$1.91
San Marino	\$3.53
Sao Tome and Principe	\$5.60
Saudi Arabia	\$1.02
Saudi Arabia (mobile)	\$0.90
Seanet Maritime	\$17.52
Senegal	\$1.37
Serbia	\$0.55
Serbia (mobile)	\$1.25
Seychelles	\$2.54
Sierra Leone	\$2.78
Singapore	\$0.26
Singapore (mobile)	\$0.26
Sint Maarten	\$0.73
Slovakia	\$0.56
Slovenia	\$0.50
Solomon Islands	\$2.56
Solomon Islands Mobile	\$3.45
Somalia	\$1.37
South Africa	\$0.52
South Africa (mobile)	\$1.06

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International destination	Cost (per minute)
South Korea	\$0.44
South Korea (mobile)	\$0.55
South Sudan	\$1.42
Spain	\$0.43
Spain (mobile)	\$1.01
Sri Lanka	\$0.79
Sri Lanka (mobile)	\$0.80
Sudan	\$0.91
Suriname	\$0.91
Swaziland	\$1.09
Sweden	\$0.43
Sweden (mobile)	\$0.98
Switzerland	\$0.44
Switzerland (mobile)	\$1.64
Syria	\$1.11
Taiwan	\$0.41
Taiwan (mobile)	\$0.61
Tajikistan	\$1.31
Tanzania	\$1.34
Telespazio	\$17.52
Thailand	\$0.30
Thuraya Satellite Telecommunications	\$7.54
Togo	\$1.23
Tokelau	\$5.60
Tonga	\$1.94
Trinidad and Tobago	\$2.75
Tunisia	\$2.33

International destination	Cost (per minute)
Turkey	\$0.61
Turkey (mobile)	\$0.87
Turkmenistan	\$1.31
Turks and Caicos Islands	\$1.08
Tuvalu	\$4.31
Uganda	\$1.08
Ukraine	\$0.87
United Arab Emirates	\$0.84
United Arab Emirates (mobile)	\$1.02
United Kingdom	\$0.26
United Kingdom (mobile)	\$0.50
Uruguay	\$0.69
Uruguay (mobile)	\$1.02
USA	\$0.26
Uzbekistan	\$1.31
Vanuatu	\$2.15
Venezuela	\$0.58
Vietnam	\$0.58
Vietnam (mobile)	\$0.58
Virgin Islands British	\$2.78
Virgin Islands US	\$0.48
Wallis & Futuna Islands	\$1.83
Yemen	\$0.91
Zambia	\$1.34
Zimbabwe	\$0.52
Zimbabwe (mobile)	\$1.45

Note: Rates are subject to change without notice. To check your inclusions, refer to the Critical Information Summary for your plan

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7. Rate Changes

Pennytel may change PAYG rates in accordance with its General Terms, your agreement 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.

8. How to contact Pennytel

You can contact Pennytel in the following ways:

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

9. Complaints

If you have a complaint about this policy or how Pennytel has applied it, please contact us:

- **Email:** complaints@pennytel.com.au
- **Phone:** 1300 232 888

Pennytel will handle complaints in accordance with its **Complaints Handling Process** and applicable telecommunications complaints-handling requirements.

If you are not satisfied with how we have handled your complaint, you may contact the **Telecommunications Industry Ombudsman**, which is a free and independent dispute-resolution service for residential and small business customers:

- **Phone:** 1800 062 058
- **Online:** tio.com.au
- **Post:** PO Box 276, Collins Street West, VIC 8007

The TIO is a free and independent dispute-resolution service for residential and small-business customers.

10. Australian Consumer Law

Our services come with guarantees under the Australian Consumer Law (ACL) that cannot be excluded. Nothing in this document excludes, restricts or modifies your rights under the ACL.

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