



# Refer-a-Friend Program Terms & Conditions

Updated: 8 May 2026

Pennytel may update these Terms & Conditions 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 the Refer-a-Friend Program

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The Pennytel Refer-a-Friend Program allows eligible Pennytel customers to receive an account credit when they refer a new customer who signs up for an eligible Pennytel residential service and meets the requirements set out in these Terms & Conditions.

The Refer-a-Friend Program is ongoing until Pennytel withdraws it.

## 2. Who can refer a friend

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To participate as a referrer, you must:

- be a current Pennytel customer at the time the referral is made; and
- have an active Pennytel account at the time any referral credit is applied.

Agents, resellers, affiliates and business partners of Pennytel or its related bodies corporate are not eligible to participate unless Pennytel states otherwise in writing.

For the purposes of these Terms & Conditions, related bodies corporate has the meaning given in the Corporations Act 2001 (Cth).

## 3. Who can be referred

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A referred person must:

- not already be a Pennytel customer at the time their order is submitted;
- sign up for an eligible Pennytel residential service during the Refer-a-Friend Program period;
- provide the referrer's Pennytel mobile number or other referral information requested by Pennytel during the sign-up process, whether online or over the phone; and
- activate the eligible Pennytel service.

A referral cannot be added retrospectively after the referred person's order has been submitted unless Pennytel chooses to do so.

A person cannot refer themselves.

## 4. Eligible services

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The Refer-a-Friend Program applies only to eligible Pennytel residential services identified on:

- the Refer-a-Friend Program page on Pennytel's website; or
- any campaign-specific promotional material issued by Pennytel.

Pennytel may specify that particular products, plans, service types or campaigns are excluded from or included in the Refer-a-Friend Program.

## 5. When a referral qualifies for a credit

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A referral becomes a Qualifying Referral when:

- the referrer meets the eligibility requirements in these Terms & Conditions;
- the referred person meets the requirements in these Terms & Conditions;
- the referred person activates an eligible Pennytel service; and
- the referred person pays their first Pennytel invoice in full, and that payment is not dishonoured, reversed, refunded or charged back.

No referral credit is payable if the referred person cancels their service before paying their first invoice or if the first invoice payment is not successfully completed.

A referred person can generate only one referral credit for a referrer, even if they acquire multiple Pennytel services or submit multiple orders, unless Pennytel expressly states otherwise in campaign-specific terms.

## 6. Referral credit

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For each Qualifying Referral, Pennytel will apply a \$10 account credit to the referrer's Pennytel account.

The referral credit:

- is applied to the referrer's Pennytel account;
- is not redeemable for cash;
- is not transferable;
- cannot be paid to a bank account or another person; and
- cannot be exchanged for another product, gift or benefit.

Pennytel will apply the referral credit within a reasonable period after the referred person has paid their first invoice and all other eligibility conditions have been satisfied.

No referral credit is payable to the referred person under these Terms & Conditions unless separate campaign materials expressly state otherwise.

## 7. Campaign-specific referral offers

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From time to time, Pennytel may run a campaign offering a higher or different referral credit than the standard \$10 account credit.

Where Pennytel runs a campaign-specific referral offer:

- the campaign material will specify the applicable credit amount, campaign period and any additional conditions;
- the campaign offer will apply only to Qualifying Referrals made during the stated campaign period; and
- unless stated otherwise, these Terms & Conditions will continue to apply.

## 8. Referral credit cap

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A referrer may receive referral credits for up to 20 Qualifying Referrals over the life of the Refer-a-Friend Program, unless Pennytel expressly states otherwise in campaign-specific terms.

## 9. Program changes, suspension or withdrawal

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Pennytel may change, suspend or withdraw the Refer-a-Friend Program from time to time.

Any change, suspension or withdrawal will apply prospectively from the effective date stated by Pennytel.

A change, suspension or withdrawal will not affect a referral that was validly submitted before the effective date of the change, suspension or withdrawal, provided that the referral later satisfies these Terms & Conditions.

Pennytel may also take reasonable steps to correct a technical issue, administrative error or unintended program outcome affecting the operation of the Refer-a-Friend Program.

## 10. Prohibited referral conduct

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You must use the Refer-a-Friend Program fairly and lawfully.

You must not:

- send referral messages by email, SMS or other electronic means unless the recipient has consented or the message is otherwise permitted by law;
- make unsolicited telemarketing or cold calls promoting Pennytel or the Refer-a-Friend Program;
- use paid advertising, mass advertising, referral farms, deal sites, bots, automated tools or bulk distribution methods to generate referrals without Pennytel's prior written approval;
- publish or distribute misleading, deceptive, inaccurate or unauthorised statements about Pennytel or the Refer-a-Friend Program;
- create, attempt to create or assist with self-referrals, false referrals, duplicate accounts or accounts created primarily to obtain referral credits; or
- otherwise use the Refer-a-Friend Program in a fraudulent, abusive or misleading way.

## 11. Verification, withholding and reversal of credits

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Pennytel may take reasonable steps to verify whether a referral satisfies these Terms & Conditions.

Pennytel may decline to apply, withhold, cancel or reverse a referral credit where Pennytel reasonably believes that:

- the referral does not meet the eligibility requirements;
- the referral information provided was incomplete, inaccurate or submitted too late;
- the referral is a self-referral or duplicate referral;
- the referred service or account was created for the primary purpose of obtaining the referral credit rather than genuine service acquisition;

- there has been fraud, abuse, manipulation or other misuse of the Refer-a-Friend Program; or
- the referral otherwise breaches these Terms & Conditions.

Where a referral credit is withheld, cancelled or reversed, Pennytel will act reasonably and in accordance with applicable law.

## 12. Privacy and customer information

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Pennytel collects and uses personal information to administer the Refer-a-Friend Program, including to:

- identify the referrer;
- verify referral eligibility;
- determine whether a referral credit is payable;
- apply referral credits;
- prevent fraud or misuse of the program; and
- communicate about the operation of the Refer-a-Friend Program.

This may involve Pennytel handling information such as:

- the referrer's Pennytel mobile number or account details;
- the referred person's sign-up, activation and payment status to the extent necessary to determine whether a referral credit is payable; and
- other information reasonably necessary to administer the program.

Pennytel handles personal information in accordance with its Privacy Policy.

Pennytel will not disclose the referred person's account, order, activation or payment details to the referrer, except where authorised or required by law or where the referred person has provided appropriate authority.

If a referrer asks why a credit has not been applied, Pennytel may confirm that the program requirements have not yet been met or have not been met, but may not provide details about the referred person's account.

Any direct marketing by Pennytel will be sent only where permitted by law, and recipients may opt out of marketing communications in accordance with the applicable message or Pennytel's Privacy Policy.

## 13. Relationship with Pennytel service terms

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A referred customer's acquisition and use of Pennytel services is governed by the applicable:

- Pennytel Standard Form of Agreement;
- service-specific terms;
- Critical Information Summary; and
- any other applicable customer agreement documents.

The Refer-a-Friend Program does not alter those service terms.

## 14. Tax

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You are responsible for any tax consequences that may arise from receiving a referral credit.

## 15. How to contact Pennytel

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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](mailto: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.

## 16. Complaints

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If you have a complaint about the Refer-a-Friend Program or how Pennytel has applied these Terms & Conditions, please contact us:

- Email: [complaints@pennytel.com.au](mailto: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](http://tio.com.au)
- Post: PO Box 276, Collins Street West, VIC 8007

## 17. Australian Consumer Law

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Our services come with guarantees under the **Australian Consumer Law** that cannot be excluded. Nothing in these Terms & Conditions excludes, restricts or modifies your rights under the Australian Consumer Law.