



Standard Form of Agreement

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.

Table of Contents

1.	About this Standard Form of Agreement	3
2.	How this Standard Form of Agreement works.....	3
3.	Documents that form the Customer Terms.....	3
4.	Order of precedence	3
5.	Supporting policies and customer information	4
6.	Separate agreements.....	4
7.	When this Standard Form of Agreement applies.....	4
8.	Copies of the Standard Form of Agreement and related documents.....	5
9.	Assistance to understand these terms	5
10.	Changes to this Standard Form of Agreement.....	5
11.	How to contact Pennytel	5
12.	Complaints	5
13.	Australian Consumer Law	6

1. About this Standard Form of Agreement

This is Pennytel's **Standard Form of Agreement** for the supply of telecommunications products and services.

It has been formulated under **section 479 of the Telecommunications Act 1997 (Cth)**.

This Standard Form of Agreement applies to the supply of Pennytel Services unless Pennytel and you have entered into a separate written agreement that expressly replaces or modifies it for the relevant Service.

2. How this Standard Form of Agreement works

This Standard Form of Agreement is made up of a set of documents that work together to form the terms that govern the supply of your Pennytel Service.

Those documents are referred to in Pennytel's **General Terms** as the **Customer Terms**.

You should read the documents that apply to your Service before you acquire or use that Service.

3. Documents that form the Customer Terms

The Customer Terms for a Pennytel Service are:

1. the **Offer** or **Application** accepted by Pennytel for that Service;
2. any promotion terms, campaign terms or special conditions expressly stated to apply to that Service;
3. the **Service Terms** that apply to that Service;
4. any applicable **Rate Schedule** or pricing document;
5. the **General Terms**;
6. the **Acceptable Use Policy**, to the extent relevant to your use of the Service; and
7. any other document expressly stated to form part of your Customer Terms.

Together, these documents form the terms on which Pennytel supplies the relevant Service to you.

4. Order of precedence

If there is any inconsistency between documents forming the Customer Terms, the order of precedence is the order set out in the **General Terms**, unless a document expressly states otherwise.

The General Terms also explain:

- how the Customer Terms commence;
- how Services are supplied;
- customer obligations;
- charges, billing and payment;
- payment assistance and DFSV protections;
- service restrictions, suspension and termination;
- liability;

- privacy and communications;
- notices; and
- other general legal terms.

5. Supporting policies and customer information

Pennytel also publishes important policies, statements and information documents that explain how we handle particular matters. These include:

- Privacy Policy
- Complaints Handling Process — Including Network Outage Complaints
- Payment Assistance Policy
- Domestic, Family and Sexual Violence Information Statement
- Managing Your Spend
- Scam Calls and Scam SMS Safety Policy
- Pre-Port Identification Policy
- Website Terms of Use

These documents do not form part of the Customer Terms unless they expressly say that they do. However, Pennytel will comply with any obligations that apply to us under law, regulation, industry standards, industry codes or those published policies.

6. Separate agreements

This Standard Form of Agreement does not apply to the extent Pennytel and you have entered into a separate written agreement that expressly governs the relevant Service and states that it replaces or modifies the Standard Form of Agreement.

If only part of the Standard Form of Agreement is replaced or modified by a separate written agreement, the remainder continues to apply to the extent it is not inconsistent with that separate agreement.

7. When this Standard Form of Agreement applies

This Standard Form of Agreement may apply when you:

- submit an Application for a Pennytel Service;
- accept an Offer for a Pennytel Service;
- commence using a Pennytel Service; or
- otherwise acquire a Service from Pennytel under standard customer terms,

unless Pennytel and you have agreed different written terms.

8. Copies of the Standard Form of Agreement and related documents

Pennytel publishes this Standard Form of Agreement and the documents that form or support it on the Pennytel Website.

You may request a copy of this Standard Form of Agreement, the General Terms, Service Terms, the Acceptable Use Policy and other relevant customer documents by contacting Pennytel.

Pennytel will provide a copy free of charge where required by law.

9. Assistance to understand these terms

If you need help understanding this Standard Form of Agreement or any related customer document, please contact Pennytel.

You may also request support if you:

- have accessibility needs;
- are deaf or hard of hearing;
- need an interpreter or communication assistance; or
- need help appointing an authorised representative or advocate.

10. Changes to this Standard Form of Agreement

Pennytel may update this Standard Form of Agreement from time to time.

Where a change to the Customer Terms materially affects your rights or obligations, Pennytel will provide notice in accordance with the General Terms, your agreement and applicable law.

Changes to Services, Charges, Customer Terms and associated documents are governed by the change provisions in the General Terms and any other applicable customer document.

11. 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.

12. Complaints

If you have a complaint about this Standard Form of Agreement, the Customer Terms or a Pennytel Service, 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

13. Australian Consumer Law

Our services come with guarantees under the **Australian Consumer Law** that cannot be excluded. Nothing in this Standard Form of Agreement excludes, restricts or modifies your rights under the Australian Consumer Law.