



Website Terms of Use

Updated: 8 May 2026

Pennytel may update these Terms of Use 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 Terms of Use

These Terms of Use apply to your access to and use of the Pennytel website and any public webpages, online tools or website content made available through it.

By accessing or using the Pennytel website, you agree to these Terms of Use.

If you do not agree to these Terms of Use, you should not use the Pennytel website.

If you use the Pennytel Customer Portal or another authenticated online account service, your use of that service may also be governed by the Customer Terms, Privacy Policy and any portal-specific terms or instructions.

2. Website information and Pennytel services

Pennytel aims to keep the information on its website accurate, useful and up to date.

However, website content may change from time to time and some information is provided as general guidance only. It may not take account of your individual circumstances.

If you acquire a Pennytel service, that service is governed by the applicable:

- Critical Information Summary;
- Standard Form of Agreement;
- service-specific terms;
- offer or promotion terms; and
- other customer agreement documents that apply to that service.

If there is any inconsistency between general website information and the applicable customer agreement documents, the customer agreement documents apply.

3. Intellectual property

Pennytel and its related bodies corporate own or license the copyright, trade marks and other intellectual property rights in the Pennytel website and its content.

This includes, without limitation:

- the Pennytel name;
- the Pennytel Australia name;
- the Pennytel logo;
- website text, graphics, icons, images and layouts; and
- other content made available through the website.

You may view, download or print website content for your own personal, non-commercial use.

You must not, without Pennytel's prior written consent:

- copy, reproduce, republish or distribute substantial parts of the website;
- commercially exploit website content;
- alter or remove any copyright, trade mark or proprietary notice;

- use Pennytel's trade marks, branding or logos; or
- represent that Pennytel has authorised, endorsed or approved your use of its content where it has not done so.

4. Acceptable use of the website

You must not use the Pennytel website in a way that is unlawful, harmful or interferes with the website or Pennytel's systems.

You must not:

- attempt to gain unauthorised access to the website, customer portals, systems, accounts or data;
- interfere with, disrupt or compromise the security or operation of the website;
- introduce malware, malicious code or other harmful material;
- scrape, harvest or extract website data by automated means without Pennytel's permission;
- use the website in a way that infringes another person's rights; or
- use the website for any fraudulent, misleading or unlawful purpose.

5. Links to third-party websites

The Pennytel website may contain links to websites operated by third parties.

Pennytel does not control those third-party websites and is not responsible for their content, availability, security or privacy practices. A link to a third-party website does not necessarily mean that Pennytel endorses that website, its operator, or the products or services offered through it.

If you access a third-party website, you do so subject to that website's own terms and policies.

6. Linking to the Pennytel website

- You may link to the Pennytel website provided that the link:
- is fair, lawful and not misleading;
- does not damage Pennytel's reputation;
- does not falsely suggest that you are affiliated with Pennytel, endorsed by Pennytel, or authorised to sell Pennytel services where that is not the case; and
- does not frame, mirror or reproduce Pennytel website content in a misleading way.

Pennytel may ask you to remove or amend a link to the Pennytel website where we reasonably believe the link is misleading, unlawful or damaging to Pennytel's reputation.

7. Privacy

Pennytel handles personal information collected through its website, online forms, customer portal and digital services in accordance with its Privacy Policy.

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 the Pennytel website or these Terms of Use, 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 your complaint relates to a telecommunications service and you are not satisfied with how we have handled it, 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

10. Australian Consumer Law

Nothing in these Terms of Use excludes, restricts or modifies any rights you may have under the Australian Consumer Law or any other law that cannot lawfully be excluded, restricted or modified.