

Residential NBN Unlimited Casual Month By Month

Critical Information Summary

NBN Plan Speed	12/1	25/10	50/20	100/20	100/40	250/25	1000/50
Monthly Charge	\$69	\$72	\$84	\$92	\$99	\$109	\$122
Typical Evening Download Speeds	11Mbps	25Mbps	49Mbps	98Mbps	98Mbps	246Mbps	600Mbps
Typical Evening Upload Speeds	0.85Mbps	8Mbps	16Mbps	16Mbps	36Mbps	20Mbps	41Mbps

Minimum Term: Casual month by month connection.

Availability and NBN Speeds:

NBN is available in selected coverage areas. To check availability please use the address checker at <https://www.nbnco.com.au/>.

Not every connection is the same and speeds achieved heavily depend upon the type of technology used for your connection. The advertised plan speed is not a guaranteed minimum speed and your NBN service can never go faster than the maximum line speed.

Factors affecting speed and performance are including, but not limited to: your access type, network or internet congestion, your line condition, local conditions such as internal wiring and internet traffic, your hardware and software, weather or infrastructure faults. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

If your service is delivered over NBN's copper infrastructure (FTTN/B/C), speeds achieved can only be confirmed once your service is activated. It is possible that you may not ever be able to achieve the advertised plan speed tier. If this is the case, we will recommend or move you to a speed tier appropriate for your circumstances.

Equipment Required:

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your address (FTTN/B require a VDSL compatible modem/router).

Please ensure that your BYO modem/router is not locked to your current provider.

If you're concerned about your modem being locked, talk to your current provider before switching. You must also be capable of configuring your BYO modem/router yourself. Usage environment must also be taken into account e.g., for online gaming, it is recommended to use a dual band router. We can provide you a modem/router as

an outright purchase, plus delivery fee. The specific modem provided will be shown during checkout or advised to you over the phone. Any outright purchase of a modem that is charged to your Pennytel account remains the property of Pennytel until such time that the bill for this hardware has been paid in full. Should the statement remain in arrears, Pennytel reserves the right to recover the modem at our discretion.

FTTC customers only will also need an NBN Network Connection Device (NCD) & HFC customers will need an NBN Network Termination Device (NTD) provided free of charge by NBN Co for the initial connection for that site.

Inclusions and Exclusions:

Your NBN residential plan is for personal or residential use only for the purposes of accessing the internet and is not intended for any other purpose. **Our NBN plans are CG-NAT. This means your modem/router will use a private IP address, but when you access the internet, we will transfer you across to a shared public IP address.** While this won't affect most of our customers, there's a small group it may affect, customers who services that depend on NAT (Network Address Translation) and could include:-

- Web, email and file servers
- Security camera's, printers and some home automation
- Remote access to computers or devices

A Static IP address can be provided for \$10.00 inc gst per month. Please let our Customer Service Team to know if you require a Static IP..

Promotions and Special Offers:

This summary does not include any special offers or promotions that maybe offered on these plans from time to time.

Connection Fees:

NBN Co charge a new development charge of \$300 to activate a connection for the first time at a premise that is in a newly developed area or building. We will let you know if this charge applies to you and will include this on your first bill. You must be over the age of 18 years to have NBN installed. If you are not the owner of the property or live in a strata property you must obtain the owners or strata approvals consent for installation.

Once you have placed your order for an NBN connection and you wish to cancel due to change of mind no refund will be provided if it is in progress. "In Progress" means you have been notified via email that the order has been submitted. No pro-rata credits or refunds are offered for cancelling accounts. Please keep this in mind if you need to cancel your order.

NBN Charges Various: Other fees such as Missed Appointment fee, Cancelled Appointment fee, Subsequent Installation fee and No Fault Found fee may apply to you. We may also pass on any administrative costs that Pennytel incur in providing you with assistance or arranging an NBN appointment.

Congestion Prioritisation: If there is a lot of "traffic" (i.e. lots of people downloading at the one time) your internet speed can be impacted.

Equipment: Older or outdated equipment such as modems can affect the speed of your connection. Other equipment such as filters, sockets or internal wiring may also cause speed issues.

Annual Price Review:

Our NBN plans are subject to price review at any time. Price reviews may be triggered by factors such as annual CPI measures or changes in upstream or network charges. CPI Measures household inflation and is released by the Australian Bureau of Statistics. Where alignment to changes in CPI drives price changes, we will use the CPI for the full year to March quarter and any price change will be round to the nearest dollar. We'll let you know before any changes take effect.

Billing Date, Period, Notice and Amount

You will be billed on the 28th of every month for the full monthly plan fee as per your selected plan. The billing period will be from the 28th of the month up to and including the 27th of the following month. Approximately 3-5 days after the 28th of the month you will receive your bill via the communication method you have nominated be that via email or regular paper mail.

Current customers that have elected to receive their bill in paper via regular mail a fee of \$3.00 will be applied to your account.

All new customers joining Pennytel will receive their invoices electronically and will require a valid email address. You may access your Pennytel account online via our website portal see your pre-bill information and nominate your direct debit payment method. Your service will be automatically renewed each month unless you inform us you wish to cancel your service, or you transfer

your number to a new provider. If you cancel or transfer your service to another service provider, you will not receive a refund for any amounts that you have paid.

Service Activation Date and First Bill Charges

Service charges begin from the day you activate your sim card. If you activate on days 1-27, your first bill will be pro-rated from the date of connection for the current bill cycle, along with the month in advance. This means your first bill maybe higher than your ongoing monthly plan fee. After the first month, your bill will revert to the regular monthly charge for your plan.

Payments

You will pay your monthly recurring charges by Credit Card, Direct Debit, BPAY, Australia Post Billpay or Direct Deposit by the due date which is the 15th of each month. Direct debit via bank account do not incur any payment process fees. Other payment methods and associated processing fees can be found on our website:

<https://pennytel.com.au/faq/what-payment-methods-do-you-accept/>

If you don't pay your bill by the due date you will incur a late payment fee of \$10.00. If you are experiencing any financial hardship, please contact our team for options available to you.

Customer Complaints:

Our complaints resolution team can be contacted at complaints@pennytel.com.au. Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

Customer Support:

Speak to your Pennytel team on 1300 232 888.

Monday to Friday	9am-5pm AET
Saturday to Sunday	Closed

or by emailing support@pennytel.com.au