



**NBN RESIDENTIAL PLAN**

**Casual Month By Month**

SMALL	MEDIUM	LARGE	EXTRA LARGE
<b>\$59.99 Unlimited nbn12</b>	<b>\$69.99 Unlimited nbn25</b>	<b>\$79 Unlimited nbn50</b>	<b>\$99 Unlimited nbn100</b>
<b>12Mbps download *</b>	<b>25Mbps download *</b>	<b>50Mbps download *</b>	<b>100Mbps download *</b>
Great for 1 - 2 people <ul style="list-style-type: none"><li>o Emails &amp; browsing</li><li>o Social media</li><li>o Music streaming</li><li>o HD Video stream x 1</li></ul>	Great for 2 – 4 people <ul style="list-style-type: none"><li>o Emails &amp; browsing</li><li>o Social media</li><li>o Music streaming</li><li>o HD Video Stream x 1</li><li>o File sharing</li><li>o Online gaming</li></ul>	Great for 4 - 6 people <ul style="list-style-type: none"><li>o Emails &amp; browsing</li><li>o Music streaming</li><li>o Social media &amp; online gaming</li><li>o HD video streaming x 3 or 1 x 4K video streaming</li><li>o File sharing</li></ul>	Great 6+ people <ul style="list-style-type: none"><li>o Emails &amp; browsing</li><li>o Music streaming</li><li>o Social media &amp; online gaming</li><li>o 4K video streaming x 2</li><li>o Download &amp; upload large files</li></ul>

**ADD Voice Bundle \$19.99** per month unlimited calls within Australia to standard numbers.

*\* NBN speed tier is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn network. It is not a guaranteed speed and your NBN service can never go faster than the maximum line speed.*

*Busy period is between 7pm and 11 pm*

**Minimum Term** Casual month by month connection.

**Availability and NBN Speeds** As the NBN continues to rollout 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, this will result in customers receiving different speeds depending on the type of technology they are connected too. It 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 as follows: - your access type, the demand on the network, local conditions for example internet traffic, your line condition, your hardware and software. Devices connecting by WiFi may experience slower speeds than those connected via Ethernet cable. Peak download periods are generally between 7pm and 11pm.

Speeds achieved on FTTN/B nbn services can only be confirmed once a service is activated, these types of services may not be able to obtain typical plan speeds. We will contact you if your FTTN/B service is achieving lower than the plan speed you are connected too and discuss moving you to a more appropriate plan speed.

**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), you must also be capable of configuring your BYO modem/router yourself. For Online Gaming it is recommended that a dual band router be in use.

We can provide you a modem/router (Netcomm NF18ACV) as outright purchase plus delivery fee. Any Outright Purchase of a modem that is charged to your Pennytel account remains the property of Pennytel until such time that Bill Statement has been paid in full. Should the statement remain in arrears Pennytel reserves the right to recover the modem.

We can also provide you the option to have a Home Network Gateway modem for only \$5.00 per month ongoing until the NBN service is no longer with Pennytel

FTTC customers only will also need an NBN Network Connection Device (NCD) provided free of charge by NBNCo for the initial connection for that site

**Inclusions and Exclusions** your NBN residential plan is for personal or residential use only for the internet purpose and is not intended for any other purpose. If your service is delivered over NBN's copper infrastructure (FTTC and FTTN), it is possible that you may not ever be able to achieve the Speed Tier speeds. If this is the case, we will recommend or move you to a Speed Tier appropriate for your circumstances. Generally, speeds may be affected by the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, any electrical interference, network or internet congestion, weather or infrastructure faults.

You may add a \$19.99 Voice Bundle to receive unlimited voice calls to standard numbers within Australia, nonstandard numbers will be charged at the PAYG rate. International Calls and Satellite phones are not included in your voice add on

**Connection Fees – set by nbnco** nbnco 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 appointment with NBN.

**FACTORS AFFECTING SPEEDS WiFi** In most instances, a connection over WiFi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same WiFi network. WiFi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

**Congestion Prioritization** 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 Modem's can affect the speed of your connection. Other equipment such as filters, sockets internal wiring may also cause speed issues.

**Billing / Billing Cycle** Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected for the first month. Telecommunication service providers charge 'in advance'. Your subsequent account from us will revert to the regular monthly charge. Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance) including the plan fee your service is currently connected too. If you cancel your plan or transfer your NBN service to a new provider, you will not receive credits for any unused days remaining in your current billing period. We will send a courtesy Email and SMS as a reminder to you no later than the 13th of each month that your account is due for payment on the 15th of the month.

**Direct Debit** If you nominate to have Direct Debit as your payment method, payments will be deducted on the 15th of each month, please ensure you have sufficient funds available otherwise a Bounce Payment fee of \$15.00 will be charged to your Pennytel account. Should payment dates be missed or payment unsuccessful, and your account remains outstanding by the 27th of the following month your service will be restricted, and your standard monthly recurring charges will still apply. If you are experiencing difficulties making payment, please contact us so we can discuss a suitable payment plan with you. If you do not contact Pennytel and your account remains 60 days in arrears, your service will be disconnected. Direct Debit is automatically set for the 15th of each month. You may change the nominated date by contacting our Customer Service team on 1300 109 309 Option 1 or via your account login portal <https://managemyaccount.com.au/index.php?r=site/login&id=634>

**Paper Invoice Fee** Please consider the environment and opt for electronic billing (no charge) along with Direct Debit. You will be charged \$2.20 each month if you choose paper bills.

**Payment processing fee** Direct Debit via bank account no additional charge. Payments made with a Credit Card or BPay will incur a payment processing fee.

**Late payment fee** If your invoice is not paid by the due date you will incur a late payment fee of \$15.00. If you are experiencing any financial hardship, please contact our team for options available to you.

**Medical & Security Alarms** If you use a medical or security alarm, you must make your own enquiry to see if it is compatible with the NBN before signing up with Pennytel. It is important you contact your medical or security alarm provider to check if they are compatible with the NBN service and identify what alternatives are available before we move you to the nbn network. Remember to register with the nbn co's Medical Alarm Register at [www.nbnco.com.au](http://www.nbnco.com.au)

**Customer Complaints** Our complaint resolution team can be contacted at [complaints@pennytel.com.au](mailto: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 109 309 Option 1

**Technical Support** for Technical Support and troubleshooting assistance 1300 109 309 option 3