

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### PIVOTEL INMARSAT ISAT ADVANTAGE PLAN

| Plan   | Isat Advantage                     |
|--|------------------------------------|
| Monthly Airtime Plan Charge  | \$43                               |
| Monthly Included Value (\$)  | \$10                               |
| Minimum Contract Term  | 3 Months                           |
| Minimum Total Cost over Min Contract Term  | \$129                              |
| Maximum Charges For Early Termination  | \$129<br>plus excess usage charges |
| <b>Satellite Mode</b>  |                                    |
| Satellite Outgoing Call Cost (billed in 30 secs increments)                                      | \$0.75                             |
| Satellite SMS Cost to standard national mobile numbers   | \$1.00                             |
| Flagfall cost per call made  | \$0.40                             |
| Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers | \$3.40                             |

Prices include GST.

#### Information About The Service

##### Description of the Service

Pivotel Inmarsat Isat Advantage Plan use the Inmarsat geostationary earth orbit satellite network (GEO) together with a compatible Inmarsat handset.

You can use the service to make and receive domestic and international voice calls and to send and receive text messages (SMS) within the Inmarsat Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/our-networks/inmarsat/>). Within the coverage area, you can access data services including emails and browsing the Internet. Data charges apply.

##### Contractual Term of the Service

Pivotel Inmarsat Isat Advantage plan is month-to-month plan with a 3-month minimum contract term.

##### Eligibility

Pivotel Inmarsat Isat Advantage plan are available to any user operating within the Inmarsat Mobile Satellite Network coverage area.

##### Continuance of Service

The provision of the service will continue after conclusion of the minimum term of the contract unless you request, in writing, cancellation of the service.

##### Mandatory Goods

You need a compatible Inmarsat handset to use this service. You can bring your own Inmarsat handset, or you can purchase one outright from us.

#### Information About Pricing

##### Included Value

The included value can be used for satellite outgoing standard national calls, standard national mobile calls and standard SMS within the Inmarsat Mobile Satellite Network coverage area. The included value is not applicable for premium calls, calls to special numbers, international direct dial (IDD) calls, premium SMS, cellular calls, SMS and data.

##### Incoming Calls

Incoming calls to your Inmarsat Isat Advantage service within the Inmarsat Mobile Satellite Network coverage area are charged at \$0.75 per 30 seconds.

##### Calls to International Numbers

The cost to call international numbers can be found at <https://www.pivotel.com.au/products/pivotel-inmarsat-call-plans/>

##### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, special numbers) can be found at <https://www.pivotel.com.au/plans-inmarsat-satellite-phone-plans.html>

##### Plan Changes

Change of plan is not allowed during your contract term. However, you can change your plan after your contract term at a fee of \$25.

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### Early Termination Charges

If you cancel your plan before your minimum contract term, the following early exit fees will apply:

*Monthly Charge x months remaining on your contract*

### Late Payment

A late payment charge of \$11 per month applies if you fail to pay on time.

## Other Information

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### Customer Service

You can contact us by calling 1300 882 448 Monday to Friday, 7:00 AM to 7:00 PM (AEST; GMT+10:00) or emailing us at

[mail@pivotel.com.au](mailto:mail@pivotel.com.au)

### Monitor and Manage Your Usage

You can obtain call and data usage information using our secure online self-care environment at

[http://www.pivotel.com.au/self\\_care.html](http://www.pivotel.com.au/self_care.html). Visit

<http://www.pivotel.com.au/spendalerts> for more information about the spend alerts we send you by SMS or email when you have exceeded 50%, 85% and 100% of your included call or data allowance.

For services that support IP data billed under a data usage model (e.g. per MB) you can obtain near real time data usage and manage your own data alerts and usage limits by logging in to Pivotel's Pulsar Portal at <https://www.pulsarportal.com>

### Customer Complaints

You can access our complaint handling procedures by calling us on 1300 882 448 or emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au). Our

complaint handling procedures are located on our website at <https://www.pivotel.com.au/complaints-handling-policy>

If, after speaking with us, you are not satisfied with how your complaint has been addressed by Pivotel, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or go to [www.tio.com.au](http://www.tio.com.au).