

Service Plans

Rates apply to the Inmarsat IsatPhone 2 and IsatPhone Pro.

Important: There is a minimum firmware version requirement needed to be met in order for IsatPhone Pro and IsatPhone 2 to work with a Pivotel SIM. Please refer to <https://www.pivotel.com.au/isatphone-model-clarification/> for minimum firmware requirement information for each device, how to upgrade the firmware and other important notes.

Plan Name	Isat 43 Min cost over 12 months is \$516.	Isat 53 Min cost over 12 months is \$636.	Isat 73 Min cost over 12 months is \$876.	Isat 93 Min cost over 12 months is \$1,116.	Isat 113 Min cost over 12 months is \$1,356.
Monthly Access Fee	\$43	\$53	\$73	\$93	\$113
Monthly Included Value	\$0	\$10	\$35	\$60	\$79
Outgoing Call Cost (Per 30 Seconds)	\$0.75	\$0.75	\$0.60	\$0.60	\$0.40
Incoming Call Cost (Per 30 Seconds)	\$0.75	N/A	N/A	N/A	N/A
Flagfall	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40
Once-off Connection Fee	N/A	N/A	N/A	N/A	N/A
Service Suspension Per Month (Maximum of 180 days in any 12-month period)	\$10	\$10	\$10	\$10	\$10
<b>Standard Costs</b>	<b>Unit Pricing Data</b>				
Cost of a 2 minute call before any discounts to standard numbers and standard national mobile numbers:	\$3.40	\$3.40	\$2.80	\$2.80	\$2.00
Cost of a Standard SMS before any discounts to standard national mobile numbers:	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50
Number of standard calls if you restricted your use solely to standard national mobile calls each of 2 minutes in duration you could make:	0 Calls	2 Calls	12 Calls	21 Calls	39 Calls

Note: No minimum term if you choose to pay a \$50 connection fee. Minimum cost will be one month's access fee + \$50 connection fee.

Special Calls & Value Added Services	
Pivotel Customer Care (1300 882 448)	FREE
Emergency Calls 111/112	FREE
Calls to 1800 Numbers	Charged at the plan's applicable outgoing call rate
Calls to 13/1300 Numbers	Charged at the plan's applicable outgoing call rate
Voice mail - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at the plan's applicable outgoing call rate FREE
Call Forwarding (within Australia)	Charged at the plan's applicable outgoing call rate
Calls to other Pivotel Satellite Phones	Charged at the plan's applicable outgoing call rate

Why Pivotel?

- Standard '04' mobile numbers that make your services easy to use and cheaper to call
- Low satellite call rates so you can call when you need to
- Seasonal service suspension - suspend your service when you're not using it\*
- Dedicated team of satellite experts based in Australia here to support you

\*Service suspension available on selected plans only. Terms and conditions apply.



Pivotel IsatPhone plans use the Inmarsat Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. All calls are charged in 30 second increments unless otherwise stated. Prices include GST and are subject to change. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included. Included call value excludes premium calls, calls to special numbers, IDD (international direct dial) calls and premium text. 12 month minimum term applies. Visit [www.pivotel.com.au/coverage](http://www.pivotel.com.au/coverage) for a coverage map. An Inmarsat device is required to access the Pivotel Inmarsat service (see handset pricing). Pivotel may apply call barring where fraudulent use is suspected or for credit control purposes. You will receive a bill by email from Pivotel listing any payments you have made during the billing period, and a summary of your service usage to enable you to keep track of your overall service usage and monthly spend. Itemised billed and unbilled service usage is available in the secure Selfcare website at [www.pivotel.com.au/selfcare](http://www.pivotel.com.au/selfcare). An itemised bill listing all of your service usage events is available on request. You may elect to receive a paper bill by post for an additional fee. Pivotel plans are available to credit approved customers only. Minimum cost over 12 months is \$516 on Isat 43, \$636 on Isat 53, \$876 on Isat 73, \$1,116 on Isat 93, and \$1,356 on Isat 113. You may receive a pro-rata access fee charge on your first Pivotel bill, calculated from the actual date of service connection to the date of your first bill. Service suspension is available for \$10 per month per service. Services can be suspended for a maximum of 180 days in any 12-month period. Service suspension is only allowed up to 3 times in that 12-month period. Services that are suspended during a contracted period will have the contracted end date extended by the period the service is suspended. You may choose to waive the minimum term when purchasing outright only by paying a \$50 contract waiver fee at the time the service is connected.