

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### IRIDIUM CERTUS 350/700 LAND PLANS WITH DYNAMIC SHARED GROUP (DSG)

Plan	30MB	60MB	100MB	300MB	500MB	1GB	2GB
Monthly Airtime Plan Charge per Service	\$165	\$253	\$385	\$693	\$1,177	\$1,925	\$4,037
Monthly Included Data (MB) per Service	30	60	100	300	500	1,000	2,000
Cost of Included Data (per MB) per Service	\$5.50	\$4.22	\$3.85	\$2.31	\$2.35	\$1.93	\$2.02
Excess Data (Per MB) (billed in 1KB increments)	\$10.45	\$9.79	\$8.09	\$6.22	\$5.50	\$4.95	\$4.24
Min Contract Term	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months
Minimum Cost per Service	\$1,980	\$3,036	\$4,620	\$8,316	\$14,124	\$23,100	\$48,444
Minimum Total Cost per DSG	\$9,900	\$15,180	\$23,100	\$41,580	\$70,620	\$115,500	\$242,220
Maximum Charges For Early Termination per Service	\$1,980 Plus excess usage charges	\$3,036 Plus excess usage charges	\$4,620 Plus excess usage charges	\$8,316 Plus excess usage charges	\$14,124 Plus excess usage charges	\$23,100 Plus excess usage charges	\$48,444 Plus excess usage charges
Maximum Charges For Early Termination per DSG	= (Maximum Charges For Early Termination per Service * Number of services per DSG) Plus excess usage charges						
Applicable to Certus 200 Terminal	Yes	Yes	Yes	No	No	No	No
Applicable to Certus 350/700 Terminal	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Prices include GST.

## Information About The Service

### Description of the Service

Pivotel Certus Land plans use the next generation Iridium constellation (NEXT) low earth orbit satellite network together with compatible Iridium Certus Land terminals.

You can use the service to make and receive domestic and international voice calls within the Iridium Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/iridium-coverage/>). Within the coverage area, you can access data services including emails and browsing the Internet.

A Dynamic Shared Group (DSG) allows pooling of the monthly data allowance to all services in the DSG. A DSG must consist of a minimum of five services. All services in a single DSG must be activated on the same single common plan AND may consist of a mix of devices from Iridium Certus® 200, Iridium Certus®350 - 700 applicable Service Class(es) where allowable. There must be at least one 350-700 class terminal in the DSG when mixing with 200 class terminals in the same DSG. Services in a DSG inherit the attributes

(data speed, usage allowance) of the plan the DSG is based on. A Grace Period of 3 months is provided to achieve the minimum 5 services for a DSG, thereafter the minimum monthly fee will be equivalent to 5 services in the DSG.

### Exclusions

SMS services are not available on Certus Land plans.

### Eligibility

Pivotel Certus Land plans are available to be used only on the land based regions of the world within the Iridium Mobile Satellite Network coverage area.

### Mandatory Goods

You need a compatible Certus Land terminal to use this service. You can bring your own Certus Land terminal, or purchase one outright from us, or pay with Pivotel hardware payment plan over 36 months term.

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### Information About Pricing

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#### Incoming Calls

Incoming calls to your Certus Land service are charged at \$1.15 per minute.

#### Calls to Standard National and Standard International Numbers

Calls to Standard National or Standard International Numbers to Band 1 countries (including Australia) cost \$1.15 per minute.

The cost of a 2 minute call to a Band 1 country (including Australia) on the Certus Land plans is \$2.30.

The cost to call other countries can be found at <http://www.pivotel.com.au/iridium-certus-land-plans>.

#### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Aero, ISDN) can be found at <http://www.pivotel.com.au/iridium-certus-land-plans>.

#### Plan Changes

Change of plan is not allowed during your contract term.

#### Early Termination Charges

If you cancel your plan before your minimum contract term, the following early exit fees will apply. Minimum 5 services per DSG.

*Monthly Charge x months remaining on your contract x number of services in the DSG*

#### 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).