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CRITICAL INFORMATION SUMMARY
PIVOTEL 4G IoT PLANS

Plan	Camera Plan	IoT Plan	Low Usage IoT Plan
Monthly Plan Charge	$15	$10	$5
Monthly Included Data	5 GB	2 GB	100 MB
Cost/GB of Included Data	$3	$5	$50
Auto Data Top-ups	$15 for each additional 5GB	$10 for each additional 2GB	$5 for each additional 100MB
Maximum Speed	1 Mbps	1 Mbps	1 Mbps
Min Contract Term	Month-Month	Month-Month	Month-Month
Total Minimum cost	$15	$10	$5
Maximum Charges for Early Termination	$15 Plus data top up	$10 Plus data top up	$5 Plus data top up

Pricing effective 1st Feb 2022. Prices include GST.

Information About The Service

Description of the Service
The Pivotel 4G IoT Service is a stand-alone 4G data service. You can use the IoT Plan and Low Usage IoT Plan to connect devices to the Internet. These plans include a monthly data allowance for use within Australia. You can use the On-net only IoT Plan to download and upload data from other devices and servers within the local Pivotel 4G network.

Eligibility
Pivotel 4G IoT Services are available within the Pivotel 4G Mobile Data Device coverage area.

Coverage and Serviceability
The Pivotel 4G IoT Service is only available in selected areas on the Pivotel 4G Network. There may also be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas.

A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification check is an indication that your chosen location is within a Pivotel Mobile Data 4G Device coverage area, it does not guarantee that your address is 4G serviceable.

Speeds
Data speeds for the Pivotel 4G IoT Service are limited to a maximum of 1Mpbs.

Equipment needs
This plan is only available when you bring your own compatible IoT device.

Included Data Usage
Data usage is counted in both directions, so if you download 20MB and upload 10MB, that's counted as 30MB. Unused allowance will expire each month at the end of your billing cycle.

Auto top-ups
If you use all your monthly included data, we'll automatically top-up to your plan.   Further top-ups will be applied each time you use all your included data up to a maximum of 10 auto top-ups, after which your service will be barred.

Fair Use Policy
You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Bundling
This offer does not depend on bundling with other services.

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Information About Pricing

Plan Changes

You can upgrade or downgrade your 4G IoT Plan to any other 4G IoT Plan at any time. You can also upgrade your 4G IoT Plan to a 4G Mobile Data with PATT plan at any time.

Early Termination Charges

There are no cancellation fees.

Late payment

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

Other Information

Customer Service

You can contact us by calling 1300 882 448 during the below contact hours or emailing us at mail@pivotel.com.au

Operating Hours: WST (Western Standard Time)	
Monday-Friday	5am – 5pm
Weekends and Public Holidays	Closed

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.

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.

Customer Complaints

You can access our complaint handling procedures by calling us on 1300 882 448 or emailing us at 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.