

Keeping you connected.



CRITICAL INFORMATION SUMMARY

INMARSAT FLEX PLANS

Plan	BGAN FLEX 1GB	BGAN FLEX 2.5GB	BGAN FLEX 5GB	BGAN FLEX 10GB
Activation Charge (One time)	\$0	\$0	\$0	\$0
Monthly Airtime Plan Charge	\$1,850	\$2,430	\$3,580	\$4,750
Monthly Included Data	1000MB	2500MB	5000MB	10000MB
Cost of included Data (per MB)	\$1.85	\$0.97	\$0.72	\$0.48
Excess Data (per MB) (billed in 100KB increments)	N/A subject to speed restrictions			
Minimum Contract Term	3 months	3 months	3 months	3 months
Minimum total cost over minimum contract term	\$5,550	\$7,290	\$10,740	\$14,250
Maximum Charges for Early Termination	\$5,550 plus excess usage charges	\$7,290 plus excess usage charges	\$10,740 plus excess usage charges	\$14,250 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service

Pivotel Inmarsat BGAN FLEX plans use the Inmarsat geostationary earth orbit satellite network together with compatible Inmarsat BGAN terminals.

You can use the service to make and receive domestic and international voice calls and 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.

Contractual Term of the Service

Pivotel Inmarsat BGAN FLEX plans are month-to-month plans with a 3-month minimum contract term.

Eligibility

Pivotel Inmarsat BGAN FLEX plans are available to any user with an appropriate terminal operating on land 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 BGAN terminal to use this service. You can bring your own Inmarsat BGAN terminal, or you can purchase one from us.

Speed Restriction

BGAN FLEX is an all you can eat plan with no excess data charges for usage above the monthly included data. The BGAN FLEX plans data speed restrictions will be applied at 95% of data allowance to 32kbps.

Information About Pricing

Incoming Calls

You will be provided with 2 service numbers when you subscribe to a Pivotel Inmarsat BGAN FLEX plan.

- Inmarsat service number (+8707xxxxx)
- Australian mobile service number (+614xxxxx)

Incoming calls to your Inmarsat service number (+8707xxxxx) will not incur any charges. Incoming calls to your BGAN Australian mobile service number (+614xxxxx) are charged at \$3.90 per minute.

Cost of Standard National and International SMS

The cost of a Standard National or International SMS on a BGAN FLEX plan is \$0.55.

Calls to Standard National and Standard International Numbers

Calls to Standard National and Standard International Numbers are \$1.75 per minute.



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The cost of a 2 minute call to a Standard National or Standard International Number on a BGAN FLEX plan is \$3.50.

Streaming IP Rates

Pivotel Inmarsat BGAN FLEX supports a range of guaranteed on-demand Streaming IP rates. The cost rates for Streaming IP can be found at <https://www.pivotel.com.au/plans/inmarsat-bgan>

Non-standard Call Rates

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

Plan Changes

During the contract term you can upgrade your plan however you cannot downgrade your plan. After the contract term has

completed, you can upgrade or downgrade your plan. In all cases, the upgrade or downgrade of your plan will commence a new minimum contract term from the date of the change, at the defined monthly rates for that plan.

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

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

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.

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. 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.