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CRITICAL INFORMATION SUMMARY

INMARSAT BGAN LINK 1 MONTH PLANS

Plan	BGAN LINK 2.5GB 1-month	BGAN LINK 5GB 1-month	BGAN LINK 10GB 1-month	BGAN LINK 30GB 1-month	BGAN LINK 60GB 1-month	BGAN LINK 90GB 1-month
Monthly Airtime Plan Charge	$704	$1,171	$1,752	$2,920	$4,950	$6,800
Monthly Included Data (MB)	2,560	5,120	10,240	30,720	61,440	92,160
Cost of included Data (per MB)	$0.28	$0.23	$0.17	$0.10	$0.08	$0.07
Excess Data (per MB) (billed in 100KB increments)	N/A subject to speed restrictions					
Minimum Contract Term	1 month	1 month	1 month	1 month	1 month	1 month
Minimum total cost over minimum contract term	$704	$1,171	$1,752	$2,920	$4,950	$6,800
Maximum Charges for Early Termination	$704 plus excess usage charges	$1,171 plus excess usage charges	$1,752 plus excess usage charges	$2,920 plus excess usage charges	$4,950 plus excess usage charges	$6,800 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service

Pivotel Inmarsat BGAN LINK 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/inmarsat-coverage/). Within the coverage area, you can access data services including emails and browsing the Internet.

Eligibility

Pivotel Inmarsat BGAN LINK plans are available to any user with an appropriate terminal operating on Australia land only and within the Inmarsat Mobile Satellite Network coverage area.

Exclusions

A specific location (GPS Latitude and Longitude co-ordinates) must be provided upon provision of the service.

Mandatory Goods

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

Speed Restriction

BGAN LINK is an all you can eat plan with no excess data charges for usage above the monthly included data. Data speed restrictions will be applied at the following rates:
• 90% of included data allowance to 128kbps, 95% of included data allowance to 64kbps, 98% included data allowance to 20kbps and 100% of included data allowance to 8kbps

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Information About Pricing

Incoming Calls
You will be provided with 2 service numbers when you subscribe to a Pivotel Inmarsat BGAN LINK 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 LINK 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.

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

Streaming IP Rates
Pivotel Inmarsat BGAN LINK 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/bgan-plans

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/bgan-plans

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.