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## CRITICAL INFORMATION SUMMARY

### INMARSAT FLEETBROADBAND -24 PLANS

FleetBroadband (FB)	FB 100MB 2021-24	FB 250MB 2021-24	FB 500MB 2021-24	FB 1GB 2021-24	FB 2.5GB 2021-24	FB 5GB 2021-24	FB 10GB 2021-24	FB 20GB Premium 2021-24
Monthly Airtime Plan Charge	\$1,080	\$1,585	\$1,940	\$2,445	\$2,750	\$3,225	\$4,130	\$4,970
Maximum SIMs allowed	2	2	2	2	2	2	2	2
Monthly Included Data	100MB	250MB	500MB	1024MB	2560MB	5120MB	10240MB	20480MB
Cost of included Data (per MB)	\$9.35	\$5.50	\$3.36	\$1.91	\$0.86	\$0.50	\$0.32	\$0.19
Excess Data (per MB) (billed in 100KB increments)	\$17.09	\$9.53	\$5.85	\$3.58	\$1.62	\$0.95	\$0.62	N/A
Minimum Contract Term	24 months	24 months	24 months	24 months	24 months	24 months	24 months	24 months
Minimum total cost over minimum contract term	\$25,920	\$38,040	\$46,560	\$58,680	\$66,000	\$77,400	\$99,120	\$119,280
Maximum Charges for Early Termination	\$25,920 plus excess usage charges	\$38,040 plus excess usage charges	\$46,560 plus excess usage charges	\$58,680 plus excess usage charges	\$66,000 plus excess usage charges	\$77,400 plus excess usage charges	\$99,120 plus excess usage charges	\$119,280 plus excess usage charges

Prices include GST.

## Information About The Service

### Description of the Service

Pivotel Inmarsat FLEETBROADBAND -24 plans use the Inmarsat geostationary earth orbit satellite network together with compatible Inmarsat FLEETBROADBAND 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 FLEETBROADBAND – 24 plans are month-to-month plans with a 24-month minimum contract term.

### Eligibility

Pivotel Inmarsat FLEETBROADBAND -24 plans are available to any user with an appropriate terminal operating on sea within the Inmarsat Mobile Satellite Network coverage area.

### Minimum Term Renewal

All Pivotel Inmarsat FLEETBROADBAND -24 plans will automatically be renewed with a new 12 month minimum term at the end of the current minimum term unless otherwise notified by the customer, in writing.

### Mandatory Goods

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

### Speed Restriction

FB 20GB Premium 2021-24 plan 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 100% of included data allowance to 64kbps.

## Information About Pricing

### Incoming Calls

You will be provided with 2 service numbers when you subscribe to a Pivotel Inmarsat FLEETBROADBAND -24 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 FLEETBROADBAND



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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 all FLEETBROADBAND -24 plans is \$0.57.

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

The cost of a Standard National or International call on all FLEETBROADBAND -24 plans is \$0.95 and the cost of a 2 minute call on all FLEETBROADBAND 2YR plans is \$1.90.

### Streaming IP Rates

Pivotel Inmarsat FLEETBROADBAND -24 plans support 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-fleetbroadband>

### Non-standard Call Rates

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

## 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).

### 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.

### Suspension

During the contract term you can suspend your plan however there is a \$450 per month fee applies. You can suspend only up to 90 days per 12 month period and any suspension period will not count towards the minimum term.

### 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.