

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### INMARSAT FLEETBROADBAND MONTHLY PLANS

FleetBroadband (FB)	FB Standard Monthly 2021	FB 100MB Monthly 2022	FB 250MB Monthly 2022	FB 500MB Monthly 2022	FB 1GB Monthly 2022	FB 2.5GB Monthly 2022	FB 5GB Monthly 2022	FB 10GB Monthly 2022	FB 20GB Premium Monthly 2022
Monthly Airtime Plan Charge	\$680	\$1,220	\$1,795	\$2,200	\$2,565	\$2,900	\$3,400	\$4,355	\$5,245
Maximum SIMs allowed	1	2	2	2	2	2	2	2	2
Monthly Included Data	25MB	100MB	250MB	500MB	1024MB	2560MB	5120MB	10240MB	20480MB
Cost of included Data (per MB)	\$27.20	\$12.20	\$7.18	\$4.40	\$2.50	\$1.13	\$0.66	\$0.43	\$0.26
Excess Data (per MB) (billed in 100KB increments)	\$40.90	\$18.52	\$10.81	\$6.65	\$3.78	\$1.72	\$1.01	\$0.63	N/A
Minimum Contract Term	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month
Minimum total cost over minimum contract term	\$680	\$1,220	\$1,795	\$2,200	\$2,565	\$2,900	\$3,400	\$4,355	\$5,245
Maximum Charges for Early Termination	\$680 plus excess usage charges	\$1,220 plus excess usage charges	\$1,795 plus excess usage charges	\$2,200 plus excess usage charges	\$2,565 plus excess usage charges	\$2,900 plus excess usage charges	\$3,400 plus excess usage charges	\$4,355 plus excess usage charges	\$5,245 plus excess usage charges

Prices include GST.

### Information About The Service

#### Description of the Service

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

#### Eligibility

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

#### 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.

### Information About Pricing

#### Incoming Calls

You will be provided with 2 service numbers when you subscribe to a Pivotel Inmarsat FLEETBROADBAND MONTHLY 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 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 MONTHLY 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 MONTHLY plans is \$0.95 and the cost of a 2 minute call on all FLEETBROADBAND MONTHLY plans is \$1.90.



## Keeping you connected.

### Streaming IP Rates

Pivotel Inmarsat FLEETBROADBAND MONTHLY 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/fb-plans>

### 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/fb-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

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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).