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CRITICAL INFORMATION SUMMARY
INMARSAT FLEETBROADBAND SCAP PLANS

FleetBroadband (FB)	FB SCAP 1.5GB 2021	FB SCAP 5GB 2021	FB SCAP 9GB 2021	FB SCAP 2GB 2021	FB SCAP 6GB 2021	FB SCAP 10GB 2021
Monthly Airtime Plan Charge	$3,140	$3,690	$4,775	$3,280	$3,960	$5,050
Maximum SIMs allowed	2	2	2	2	2	2
Monthly Included Data	1536MB	5120MB	9216MB	2048MB	6144MB	10240MB
Cost of included Data (per MB)	$2.04	$0.72	$0.52	$1.60	$0.64	$0.49
Excess Data (per MB) (billed in 100KB increments)	$2.63	$0.94	$0.66	$2.07	$0.82	$0.63
Minimum Contract Term	12 months	12 months	12 months	24 months	24 months	24 months
Minimum total cost over minimum contract term	$37,680	$44,280	$57,300	$78,720	$95,040	$121,200
Maximum Charges for Early Termination	$37,680 plus excess usage charges	$44,280 plus excess usage charges	$57,300 plus excess usage charges	$78,720 plus excess usage charges	$95,040 plus excess usage charges	$121,200 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service
Pivotel Inmarsat FLEETBROADBAND SCAP 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 SCAP plans are available to any user with an appropriate terminal operating on sea within the Inmarsat Mobile Satellite Network coverage area. A minimum of 5 vessels needs to be activated on the same SCAP plan before sharing of data allowance between vessels is allowed.

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 SCAP 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 (+614xxxxxx) 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 SCAP plans is $0.40.

Additional Calls to Standard National and Standard International Numbers
The cost of a Standard National or International call on all FLEETBROADBAND SCAP plans is $0.95 and the cost of a 2 minute call on all FLEETBROADBAND SCAP plans is $1.90.

Streaming IP Rates
Pivotel Inmarsat FLEETBROADBAND SCAP 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

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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.

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.