

BETTER CONNECTIONS, EVERYWHERE.



CRITICAL INFORMATION SUMMARY

INMARSAT FLEET ONE COASTAL PLANS

Plan	Fleet One Coastal Standby	Fleet One Coastal 5	Fleet One Coastal 15	Fleet One Coastal 30	Fleet One Coastal 50	Fleet One Coastal 150	
Monthly Airtime Plan Charge	\$44	\$78	\$138	\$250	\$399	\$780	
Monthly Included Voice Minutes to standard national and standard international number	0	10	30	60	100	150	
Monthly Included Data (available within Coastal Regions only)	0MB	5MB	15MB	30MB	50MB	150MB	
Excess Data (per MB) available within Coastal Regions only) (billed in 20KB increments)	\$10.95	\$8.95	\$8.25	\$7.65	\$7.35	\$7.05	
Minimum Contract Term	12 months No minimum contract term if you choose to pay a \$50 activation fee						
Minimum total cost	12 month term contract	\$528	\$936	\$1,656	\$3,000	\$4,788	\$9,360
	No minimum term contract	\$94	\$128	\$158	\$300	\$449	\$830
Maximum Charges for Early Termination (12 month term contract only)	\$528 plus excess usage charges	\$936 plus excess usage charges	\$1,656 plus excess usage charges	\$3,000 plus excess usage charges	\$4,788 plus excess usage charges	\$9,360 plus excess usage charges	

Prices include GST.

Information About The Service

Description of the Service

Pivotel Fleet One Coastal plans use the Inmarsat geostationary earth orbit satellite network together with compatible Inmarsat Fleet One 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 Coastal regions, you can access data services including emails and browsing the Internet.

Exclusions

Data services are not available outside of Coastal regions. Information about the Pivotel Fleet One Coastal satellite network coverage can be found at <https://www.pivotel.com.au/our-networks/inmarsat/>

Eligibility

Pivotel Fleet One Coastal plans are available to recreational vessels and small regional fishing boats in coastal regions, and under 500GT. The vessel cannot be a floating platform or rig, and a Maritime Mobile Security Identity (MMSI) must be provided upon provision of service.

Mandatory Goods

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

BETTER CONNECTIONS, EVERYWHERE.



Information About Pricing

Incoming Calls

You will be provided with 2 service numbers when you subscribe to Pivotel Fleet One Coastal plans.

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

Incoming calls to your Inmarsat service number (+8707xxxxx) will not incur any charge. Incoming calls to your Fleet One Coastal Australia 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 Fleet One Coastal plans is \$0.50.

Additional Calls to Standard National and Standard International Numbers

If you use more than your Included Voice Minutes you will be charged the following for additional calls to Standard National or Standard International Numbers

- \$1.20 per minute on the Fleet One Coastal Standby plan
- 0.95 per minute on all other Fleet One Coastal plans

If you use more than your Included Voice Minutes the cost of a 2 minute call on the Fleet One Coastal Standby plan is \$2.40 and on all other plans is \$1.90.

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 <https://selfcare.flexxbill.com/self-service/pivotel/>. 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>

Non-standard Call Rates

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

Service Suspension

Service suspension is available at \$10 per month for a maximum of 180 days in any 12-month period. Service suspension is only allowed up to 3 times in that 12-month period. Service that is suspended during a contracted period will have the contract end date extended by the period the service is suspended.

Plan Changes

Change of plan is not allowed during your contract term. However, you can change your plan after your contract term at a fee of \$25.

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.

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.