

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### INMARSAT FLEET ONE GLOBAL PLAN

| Plan  | Fleet One Global   |         |
|---|--|---------|
| Monthly Charge  | \$220  |         |
| Monthly Included Voice Minutes to standard national and standard international number | 50   |         |
| Monthly Included Data   | 10MB   |         |
| Excess Data (per MB) (billed in 20KB increments)                                      | \$12.00  |         |
| Minimum Contract Term   | 12 months<br>No minimum contract term if you choose to pay a \$50 activation fee |         |
| Minimum total cost  | 12 month term contract   | \$2,640 |
|   | No minimum term contract   | \$270   |
| Maximum Charges for Early Termination (12 month term contract only)                   | \$2,640<br>plus excess usage charges   |         |

Prices include GST.

### Information About The Service

#### Description of the Service

Pivotel Fleet One Global plan 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, SMS and access data services within the Inmarsat Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/our-networks/inmarsat/>).

#### Contractual Term of the Service

Pivotel Fleet One Global plan is month-to-month plan with a 12-month minimum contract term.

#### Exclusions

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

#### Eligibility

Pivotel Fleet One Global plan is available to any size of vessel anywhere on the world's seas within the Inmarsat Mobile Satellite Network coverage area. The vessels Maritime Mobile Security Identity (MMSI) must be provided upon provision of service.

#### Continuance of Service

The provision of the service will continue after conclusion of the minimum term of the contract unless you request, in writing, cancellation of the 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.

### Information About Pricing

#### Incoming Calls

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

- 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 Global 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 the Fleet One Global plan 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 \$1.10 per minute for additional calls to Standard National or Standard International Numbers.



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If you use more than your Included Voice Minutes the cost of a 2 minute call on the Fleet One Global plan is \$2.20.

### 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-global>

### 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.

## 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).

### 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.