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CRITICAL INFORMATION SUMMARY

THURAYA IP AUSTRALIA PLANS

Plan	Thuraya IP AU Monthly 150MB	Thuraya IP AU Monthly 500MB	Thuraya IP AU Monthly 1500MB	Thuraya IP AU Monthly 2500MB	Thuraya IP AU Monthly 5000MB	Thuraya IP AU Monthly 10000MB	Thuraya IP AU Monthly 15000MB	Thuraya IP AU Monthly 30000MB
Monthly Charge	\$90	\$134	\$280	\$352.00	\$586	\$876	\$1,102	\$1,460
Monthly Included Data (MB) (charge in advance)	150	500	1500	2500	5000	10000	15000	30000
Cost of Included Data (per MB)	\$0.60	\$0.27	\$0.28	\$0.14	\$0.12	\$0.09	\$0.07	\$0.05
Minimum Contract Term	3 months	3 months	3 months	3 months	3 months	3 months	3 months	3 months
Minimum total cost over 3-month	\$270	\$402	\$840	\$1,056	\$1,758	\$2,628	\$3,306	\$4,380
Maximum Charges for Early Termination	\$270	\$402	\$840	\$1,056	\$1,758	\$2,628	\$3,306	\$4,380

Plan	Thuraya IP AU Annual 1800MB	Thuraya IP AU Annual 6000MB	Thuraya IP AU Annual 18000MB	Thuraya IP AU Annual 30000MB	Thuraya IP AU Annual 60000MB	Thuraya IP AU Annual 120000MB	Thuraya IP AU Annual 180000MB	Thuraya IP AU Annual 360000MB
Annual Charge	\$1,080	\$1,608	\$3,360	\$4,224	\$7,032	\$10,512	\$13,224	\$17,520
Annual Included Data (MB) (charge in advance)	1800	6000	18000	30000	60000	120000	180000	360000
Cost of Included Data (per MB)	\$0.60	\$0.27	\$0.28	\$0.14	\$0.12	\$0.09	\$0.07	\$0.05
Minimum Contract Term	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months
Minimum total cost over 12-month	\$1,080	\$1,608	\$3,360	\$4,224	\$7,032	\$10,512	\$13,224	\$17,520
Maximum Charges for Early Termination	\$1,080	\$1,608	\$3,360	\$4,224	\$7,032	\$10,512	\$13,224	\$17,520

Prices include GST.

Information about the Service

Description of the Service

Pivotel Thuraya IP Australia plans use the Thuraya geostationary earth orbit satellite network together with compatible Thuraya IP terminals.

You can use the service to access data services including emails and browsing the Internet within the Thuraya Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/our-networks/thuraya/>).

Contractual Term of the Service

Pivotel Thuraya IP Australia monthly plans are month-to-month plans with a 1-month minimum contract term.

Pivotel Thuraya IP Australia annual plans are annual plans with a 12-month minimum contract term.

Exclusions

Voice calls and SMS services are not available in Thuraya IP Australia plans.

Data services are not available outside of the Australia region. Information about the Thuraya satellite network coverage can be found at <https://www.pivotel.com.au/our-networks/thuraya/>

Eligibility

Pivotel Thuraya IP Australia plans are available to any user operating within Australia region. Operating outside of Australia region will result in the service being barred and Pivotel customer service needs to be contacted to unbar the service.

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Continuance of Service

For Monthly plans, 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.

For Annual plans, the service will automatically be renewed with a new 12-month minimum contract term at the end of the current minimum term unless you request, in writing, cancellation of the service.

Mandatory Goods

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

Speed Restriction

Pivotel Thuraya IP Australia plan is an all you can eat plan with no excess data charges for usage above the monthly or annually included data. Data speed restrictions will be applied at the following rates:

- Data speed will be throttled at 100% of inclusion data allowance to 32kbps except Thuraya IP AU Monthly 30000MB and Thuraya IP AU Annual 360000MB, which will be throttled to 64kbps

Data Inclusion

Pivotel Thuraya IP Australia Annual plan data inclusion is per annum and can be used anytime within the 12-month period.

Information about Pricing

Plan Changes

Plans can be upgraded at any time but will only take effect on the next billing cycle and minimum term will be reset. Any unused data will not be brought forward to the new plan. A plan downgrade is allowed after the minimum terms for Thuraya IP Australia monthly plans otherwise an early termination fee will apply equivalent to the monthly access fee to the minimum contract expiry date. A plan downgrade is allowed at any time for Thuraya IP Australia annual plans and all unused data will not be brought forward to the new plan. A new minimum term will reset after a plan downgrade.

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

No early termination charge for annual plan.

Continuance of Service

At the conclusion of the monthly plan minimum term, the provision of service will continue on a month-to-month basis unless you request, in writing, cancellation of the service. For the annual plan, the service will terminate after the end of the minimum term unless you request, in writing to continue the service for another minimum term of 12 months.

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.

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