

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### THURAYA LAND DATA IP COUNTRY-PLUS PLANS

Plan	IP Country-Plus 150MB	IP Country-Plus 500MB	IP Country-Plus 1GB	IP Country-Plus 5GB	IP Country-Plus 15GB	IP Country-Plus 30GB
Monthly Charge	\$300	\$650	\$880	\$1,280	\$2,350	\$2,800
Monthly Included Data (to use in Australia and countries in Country-Plus list* only)	150MB	500MB	1GB	5GB	15GB	30GB
Cost of Included Data (per MB)	\$2.00	\$1.30	\$0.88	\$0.26	\$0.16	\$0.09
Excess Data (per MB) to use in Australia and countries in Country-Plus list* only (billed in 100kB increments)	\$2.00	\$1.30	\$0.86	\$0.25	\$0.15	\$0.09
Minimum Contract Term	12 months No minimum contract term if you choose to pay a \$100 activation fee					
Minimum total cost over Min Contract Term	\$3,600	\$7,800	\$10,560	\$15,360	\$28,200	\$33,600
Maximum Charges for Early Termination	\$3,600 plus excess usage charges	\$7,800 plus excess usage charges	\$10,560 plus excess usage charges	\$15,360 plus excess usage charges	\$28,200 plus excess usage charges	\$33,600 plus excess usage charges

\*see Country-Plus list at <https://www.pivotel.com.au/thurayaipcountries/>  
Prices include GST.

## Information about the Service

### Description of the Service

Pivotel Thuraya IP Country-Plus 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/>).

The monthly data inclusion and excess usage rates apply to use within Australia and countries listed in the Country-Plus list. Outside the Country-Plus list, data usage is charged at \$5.50/MB. See Country-Plus list at [www.pivotel.com.au/thurayaipcountries](http://www.pivotel.com.au/thurayaipcountries)

### Contractual Term of the Service

Pivotel Thuraya IP Country-Plus plans are month-to-month plans with a 12-month minimum contract term.

### Exclusions

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

### 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.

### Eligibility

Pivotel Thuraya IP Country-Plus Plans are available to land broadband data applications.

### 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.

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### Information about Pricing

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#### Plan Changes

You can upgrade your plan at any time at no charge. If you downgrade your plan, a fee of \$100 is applicable.

#### 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, 7AM to 7PM 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.

You can obtain near real time data usage and manage your own data alerts and usage limits by logging in to the Pivotel 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).