

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### IRIDIUM CERTUS 350/700 MARITIME PLANS WITH DYNAMIC SHARED GROUP (DSG)

Plan	50MB	100MB	500MB	2GB	5GB	10GB	VSAT Companion
Monthly Airtime Plan Charge per Service	\$649	\$1,089	\$1,672	\$2,442	\$2,970	\$4,290	\$693
Monthly Included Data (MB) per Service	50	100	500	2,000	5,000	10,000	300
Cost of Included Data (per MB) per Service	\$12.98	\$10.89	\$3.34	\$1.22	\$0.59	\$0.43	\$2.31
Excess Data (Per MB) (billed in 1KB increments)	\$14.30	\$10.67	\$6.93	\$1.93	\$1.49	\$0.99	\$2.64
Min Contract Term	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months
Minimum Total Cost per Service	\$7,788	\$13,068	\$20,064	\$29,304	\$35,640	\$51,480	\$8,316
Minimum Total Cost per DSG	\$38,940	\$65,340	\$100,320	\$146,520	\$178,200	\$257,400	\$41,580
Maximum Charges For Early Termination per Service	\$7,788 Plus excess usage charges	\$13,068 Plus excess usage charges	\$20,064 Plus excess usage charges	\$29,304 Plus excess usage charges	\$35,640 Plus excess usage charges	\$51,480 Plus excess usage charges	\$8,316 Plus excess usage charges
Maximum Charges For Early Termination per DSG	= (Maximum Charges For Early Termination per Service * Number of services per DSG) Plus excess usage charges						
Applicable to Certus 200 terminal	Yes	Yes	No	No	No	No	Yes
Applicable to Certus 350/700 terminal	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Prices include GST.

## Information About The Service

### Description of the Service

Pivotel Certus Maritime plans use the next generation Iridium constellation (NEXT) low earth orbit satellite network together with compatible Iridium Certus Maritime terminals.

You can use the service to make and receive domestic and international voice calls within the Iridium Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/iridium-coverage/>). Within the coverage area, you can access data services including emails and browsing the Internet.

A Dynamic Shared Group (DSG) allows pooling of the monthly data allowance to all services in the DSG. A DSG must consist of a minimum of five services. All services in a single DSG must be activated on the same single common plan AND may consist of a mix of devices from Iridium Certus® 200, Iridium Certus®350 - 700 applicable Service Class(es) where allowable. There must be at least one 350-700 class terminal in the DSG when mixing with 200 class terminals in the same DSG. Services in a DSG inherit the attributes

(data speed, usage allowance) of the plan the DSG is based on. A Grace Period of 3 months is provided to achieve the minimum 5 services for a DSG, thereafter the minimum monthly fee will be equivalent to 5 services in the DSG.

### Exclusions

SMS services are not available on Certus Maritime plans.

### Eligibility

Pivotel Certus Maritime plans are available to any user operating on the world's seas and in-land waterways. A Maritime Mobile Security Identity (MMSI) must be provided to provision the service.

### Mandatory Goods

You need a compatible Certus Maritime terminal to use this service. You can bring your own Certus Maritime terminal, or purchase one outright from us, or pay with Pivotel hardware payment plan over 36 months term.



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### Information About Pricing

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#### Incoming Calls

Incoming calls to your Certus Maritime service are charged at \$1.00 per minute.

#### Calls to Standard National and Standard International Numbers

Calls to Standard National or Standard International Numbers to Band 1 countries (including Australia) cost \$0.70 per minute.

The cost of a 2 minute call to a Band 1 country (including Australia) on the Certus Maritime plans is \$1.40.

The cost to call other countries can be found at [www.pivotel.com.au/iridium-certus-maritime-plans](http://www.pivotel.com.au/iridium-certus-maritime-plans).

#### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services) can be found at [www.pivotel.com.au/iridium-certus-maritime-plans](http://www.pivotel.com.au/iridium-certus-maritime-plans).

#### Plan Changes

Change of plan is not allowed during your contract term.

#### Early Termination Charges

If you cancel your plan before your minimum contract term, the following early exit fees will apply. Minimum 5 services per DSG.

*Monthly Charge x months remaining on your contract x number of services in the DSG*

#### 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, 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).