

Keeping you connected.



CRITICAL INFORMATION SUMMARY

IRIDIUM CERTUS 350/700 MARITIME ANNUAL PLANS

Plan	Annual 600 MB	Annual 1.2 GB	Annual 3 GB (6GB Double Data)	Annual 12 GB (24GB Double Data)	Annual 60 GB
Annual Recurring Charge (in advance)	\$6,700	\$12,300	\$18,500	\$27,700	\$33,900
Monthly Included Data (MB)	600	1,200	3,000	12,000	60,000
Cost of Included Data (per MB)	\$11.17	\$10.25	\$6.17	\$2.31	\$0.57
Excess Data (Per MB) (billed in 1KB increments)	\$13.00	\$9.70	\$6.30	\$1.75	\$1.35
Min Contract Term	12 Months	12 Months	12 Months	12 Months	12 Months
Minimum Total Cost	\$6,700	\$12,300	\$18,500	\$27,700	\$33,900
Maximum Charges For Early Termination	\$6,700 plus excess usage charges	\$12,300 plus excess usage charges	\$18,500 plus excess usage charges	\$27,700 plus excess usage charges	\$33,900 plus excess usage charges

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.

Maritime annual plans allow immediate access to the annual data allowance, providing flexibility to seasonal data users. Full amount of Annual Recurring Charge (ARC) is charged in advance upon initial activation and again recurring upon annual renewal of one of the Iridium Certus Maritime Annual Plans. Any overage data and voice usage will be charged monthly postpaid. Iridium Certus Maritime Annual Plans are not available on Dynamic Shared Group (DSG) and

Maritime Dual SIM SSG pooling. Double Data promotion is valid when activated on eligible plans prior to 31 December 2024.

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

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.

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.

Plan Changes

Change of plan is not allowed during your contract term.

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.