

Keeping you connected.



CRITICAL INFORMATION SUMMARY

IRIDIUM GO! EXEC PLANS

Plan	GOexec 25	GOexec 50 Double Data PROMO	GOexec 125	GOexec 250	GOexec 600 Annual	GOexec 1000 Annual
Monthly Airtime Plan Charge	\$180	\$275	\$450	\$695	N/A	N/A
Annual Airtime Plan Charge (in advance)	N/A	N/A	N/A	N/A	\$3300	\$4195
Included Data Allowance (MB)	25 MB/month	100 MB/month	125 MB/month	250 MB/month	600 MB/year	1000 MB/year
Excess Data (Per MB) (billed in 1KB increments)	\$8.50	\$7.30	\$6.10	\$4.90	\$7.30	\$6.10
Included Outgoing Call to standard fixed or mobile services, voicemail retrieval and band 1 countries (per min)	25 min/month	50 min/month	125 min/month	250 min/month	600 min/year	1000 min/year
Excess Outgoing Call to standard fixed or mobile services, voicemail retrieval and band 1 countries (per min)	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15
Incoming Call to GO! exec '04' Number (per min)	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15
Minimum Contract Term	1 Month	1 Month	1 Month	1 Month	12 Months	12 Months
Minimum Total Cost	\$180	\$275	\$450	\$695	\$3300	\$4195
Maximum Charges For Early Termination	\$180 plus excess usage charges	\$275 plus excess usage charges	\$450 plus excess usage charges	\$695 plus excess usage charges	\$3330 plus excess usage charges	\$4195 plus excess usage charges

Prices include GST.

GOexec 50 Double Data PROMO plan available till 30 June 2024.

Information About The Service

Description of the Service

Pivotel Iridium GO! exec™ plans use the next generation Iridium constellation (NEXT) low earth orbit satellite network together with compatible Iridium GO! exec terminal.

You will be provided with two standard Australian mobile numbers for the phone lines and a data service.

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.

Exclusions

Iridium Messaging services are not available on GO! exec plans currently. To be supported in late 2023.

Continuous 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 disconnected at the end the current minimum term unless you request, in writing, to renew the annual plan and pay the annual service fee in advance. If you renew an annual plan, you will automatically enter into a 12-month contract term.

Eligibility

Pivotel Iridium GO! exec plans are available to be used on land, recreational maritime and general aviation.



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Mandatory Goods

You need a compatible Iridium GO! exec terminal to use this service. You can bring your own terminal or purchase one outright from us.

Information About Pricing

Incoming Calls

You will be provided with 2 service numbers per phone line when you subscribe to Pivotel GO! exec plans.

- Iridium service number (+8816xxxxxxx)
- Australia mobile service number (+614xxxxxxx)

Incoming calls to your Iridium service number (+8816xxxxxxx) will not incur any charge. Incoming calls to your GO! exec Australia mobile service number (+614xxxxxxx) are charged at \$1.15 per minute.

Calls to Standard National and Standard International Numbers

If you use more than your Included Voice Minutes you will be charged \$1.15 per minute for additional calls to Standard National or Standard International Numbers to Band 1 countries (including Australia).

The cost of a 2 minute call to a Band 1 country (including Australia) on the plans is \$2.30.

The cost to call other countries can be found at <http://www.pivotel.com.au/iridium-certus-land-plans>.

Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Aero, ISDN) can be found at <http://www.pivotel.com.au/iridium-certus-land-plans>.

Plan Changes

Change of plan is not allowed during your contract term.

Keep Your Local Numbers

You can select 'Keep Your Local Numbers' option to retain your two GO! exec Australia mobile numbers at \$15 per month after the minimum contract term. Voice and data services will not be available during this period. Your GO! exec Australia mobile numbers for the two phone lines will remain the same when you resume the service. This feature is not available on the Annual Plans.

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.

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.