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CRITICAL INFORMATION SUMMARY

PIVOTEL IRIDIUM PIVOT PLANS

Plan	Pivot 75	Pivot 85	Pivot 110	Pivot 134	Group 105*
Monthly Airtime Plan Charge	$75	$85	$110	$134	$105
Monthly Included Value ($)	$15	$25	$55	$85	$50
Minimum Contract Term	12 Months No minimum contract term if you choose to pay a $50 activation fee				
Minimum Total Cost over Min Contract Term	$900	$1,020	$1,320	$1,608	$1,140
Maximum Charges For Early Termination	$900 plus excess usage charges	$1,020 plus excess usage charges	$1,320 plus excess usage charges	$1,608 plus excess usage charges	$1,140 plus excess usage charges
Call Charges					
Outgoing Calls made within Australia and New Zealand Coverage Area to standard national numbers within Australia. (billed in 1 Minute increments)	$1.98	$1.20	$1.20	$0.80	$1.00
Outgoing Calls made outside of the Australia and New Zealand Coverage Area to standard national numbers within Australia (billed in 1 Minute increments)	$2.42	$2.42	$2.42	$2.42	$2.42
SMS Cost to standard national mobile numbers within Australia	$0.50	$0.50	$0.50	$0.50	$0.50
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers^	$3.96	$2.40	$2.40	$1.60	$2.00

Prices include GST.
*Min 3 services

Information About The Service

Description of the Service

Pivotel Iridium Pivot plans use the Iridium low earth orbit satellite network (LEO) constellation of 66 cross linked satellites orbiting the Earth together with a compatible Iridium handset.

You can use the service to make and receive domestic and international voice calls and to send and receive text messages (SMS) within the Iridium Mobile Satellite Network coverage area. Calls made or received outside the Australia/New Zealand coverage area are charge at a higher rate. Please refer to the table above and the coverage map at https://www.pivotel.com.au/networks/iridium/. Within the coverage area, you can access data services including emails and browsing the Internet. Data call charges apply.

Eligibility

Pivotel Iridium Pivot plans are available to any user operating within the Iridium Mobile Satellite Network Australian coverage area. Operating outside the Australian coverage area will be charged at the applicable value-added services rate (see https://www.pivotel.com.au/plans-iridium-satellite-phone-plans.html).

Group 105 plan

A minimum of 3 services are required to subscribe to the Pivotel Iridium Group 105 Plan. Each service will be charged the same monthly airtime plan charge and receive the same monthly included value.

Mandatory Goods

You need a compatible Iridium handset to use this service. You can bring your own Iridium handset, or you can purchase one outright from us.

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Information About Pricing

Included Value

The included value can be used for Satellite outgoing standard national calls, standard national mobile calls and standard SMS within the Iridium Mobile Satellite Network Australian coverage area. The included value is not applicable for premium calls, calls to special numbers, international direct dial (IDD) calls, premium SMS, and calls made outside of the Iridium Mobile Satellite Network Australian coverage area.

Incoming Calls

Incoming calls to your Iridium Pivot service within the Iridium Mobile Satellite Network Australian coverage area are free of charge. Incoming calls to your Iridium Pivot service outside the Australian coverage area are charged at $2.42 per minute.

Calls to International Numbers

The cost to call international numbers can be found at https://www.pivotel.com.au/plans/international-call-charges.

Data Calls

The cost for data calls using the direct internet services are charged at $2.20 per minute.

Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, special numbers) can be found at https://www.pivotel.com.au/plans-iridium-satellite-phone-plans.html

Plan Changes

Change of plan is not allowed during your contract term. However, you can change your plan after your contract term at a fee of $25.

Service Suspension

Service suspension is available at $15 per month for a maximum of 180 days in any 12-month period. Service suspension is only allowed up to 3 times in that 12-month period. Service that is suspended during a contracted period will have the contract end date extended by the period the service is suspended.

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 (check website for operating hours) 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.