

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### IRIDIUM PUSH-TO-TALK (PTT) PLANS (IRIDIUM NETWORK)

Plan	PIVOT PTTV-3	PIVOT PTTV-12	PIVOT PTT-3	PIVOT PTT-12	
Monthly Access Fee	\$234	\$174	\$184	\$124	
Minimum Contract Term	3 months	12 months	3 months	12 months	
Minimum total cost over minimum contract term	\$702 + PTT talk group subscription	\$2088 + PTT talk group subscription	\$552 + PTT talk group subscription	\$1488 + PTT talk group subscription	
<b>Satellite Phone Mode</b>					
Monthly Included Voice	\$ 0		N/A		
Outgoing call	\$1.98 per minute		N/A		
Standard SMS	\$0.50		N/A		
Iridium data call using direct internet service	\$2.20 per minute		N/A		
<b>Push-To-Talk (PTT) Mode</b>					
Monthly Included PTT Talk time	Unlimited				
PTT Talk group subscription	Small	Medium	Large	X-Large	Jumbo
Less than five PTT handsets	\$220	\$120	\$650	\$1550	\$3500
Five or more PTT handsets	\$0				

Prices include GST.

## Information about the Service

### Description of the Service

Pivotel Iridium satellite plans use the Iridium Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. Visit [www.pivotel.com.au/our-networks/iridium/](http://www.pivotel.com.au/our-networks/iridium/) for a coverage map.

### Eligibility

Pivotel PTT plans are available to be used only within the PTT talk group area. PTT talk group area can be provisioned and edited in PTT command center.

### Exclusions

Satellite voice and SMS services are not available on PTT only plans.

### Mandatory Goods

You need a compatible Iridium PTT device to use this service. It is possible to bring your own PTT device, or you can purchase one from us.

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### Information about Pricing

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#### Incoming Calls

Incoming calls to your Iridium Pivot PTTV-3 and PTTV-12 services within the Iridium Mobile Satellite Network Australian coverage area are free of charge. Incoming calls to your Iridium Pivot services 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 service 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>

### 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)

#### 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).

#### 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:

*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.