

Service Plans

Note: FleetBroadband-12 plans are month-to-month plans with a 12-month minimum contract term.

| Plan Name   | FB Standard 2021-12  | FB 100MB 2021-12                  | FB 250MB 2021-12                  | FB 500MB 2021-12                  | FB 1GB 2021-12                    | FB 2.5GB 2021-12                  | FB 5GB 2021-12                    | FB 10GB 2021-12                   | FB 20GB Premium 2021-12           |
|---|--|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Minimum Term (Month)  | 12<br>Minimum cost is \$8340.00.   | 12<br>Minimum cost is \$14400.00. | 12<br>Minimum cost is \$21000.00. | 12<br>Minimum cost is \$27960.00. | 12<br>Minimum cost is \$32520.00. | 12<br>Minimum cost is \$36900.00. | 12<br>Minimum cost is \$43200.00. | 12<br>Minimum cost is \$55440.00. | 12<br>Minimum cost is \$66420.00. |
| Maximum number of SIMs allowed                                  | 1  | 2                                 | 2                                 | 2                                 | 2                                 | 2                                 | 2                                 | 2                                 | 2                                 |
| Monthly Access Fee  | \$695.00   | \$1,200.00                        | \$1,750.00                        | \$2,330.00                        | \$2,710.00                        | \$3,075.00                        | \$3,600.00                        | \$4,620.00                        | \$5,535.00                        |
| Suspension (Per Month)  | \$450.00   | \$450.00                          | \$450.00                          | \$450.00                          | \$450.00                          | \$450.00                          | \$450.00                          | \$450.00                          | \$450.00                          |
| Monthly Included Data Allowance (MB)                            | 25   | 100                               | 250                               | 500                               | 1,024                             | 2,560                             | 5,120                             | 10,240                            | 20,480                            |
| Outgoing Call Cost To: Fixed, Mobile and Voicemail (Per Minute) | \$0.95   | \$0.95                            | \$0.95                            | \$0.95                            | \$0.95                            | \$0.95                            | \$0.95                            | \$0.95                            | \$0.95                            |
| Incoming Call Cost to FB '+61' Number (Per Minute)              | \$3.90   | \$3.90                            | \$3.90                            | \$3.90                            | \$3.90                            | \$3.90                            | \$3.90                            | \$3.90                            | \$3.90                            |
| Outgoing SMS  | \$0.57   | \$0.57                            | \$0.57                            | \$0.57                            | \$0.57                            | \$0.57                            | \$0.57                            | \$0.57                            | \$0.57                            |
| Excess Data Cost (Per MB)                                       | \$43.85  | \$19.02                           | \$11.11                           | \$7.40                            | \$4.18                            | \$1.91                            | \$1.10                            | \$0.71                            | N/A                               |
| Outgoing Call Cost To Other Services                            | Visit - <a href="http://www.pivotel.com.au/fb-plans">www.pivotel.com.au/fb-plans</a> |                                   |                                   |                                   |                                   |                                   |                                   |                                   |                                   |

Note:

1. FB 20GB Premium 2021-12 plan data speed will throttle at 100% of included data allowance to 64kbps.

| Special Calls & Value Added Services  |   |
|---|---|
| Emergency Calls (112)   | FREE  |
| Calls to 1800 Numbers   | Charged at the plan's applicable outgoing call rate                 |
| Calls to 13/1300 Numbers  | Charged at the plan's applicable outgoing call rate                 |
| Voicemail<br>- Diversion to voicemail<br>- Calls to voicemail retrieval<br>- SMS notification service | FREE<br>Charged at the plan's applicable outgoing call rate<br>FREE |
| Call Forwarding (within Australia)  | Charged at the plan's applicable outgoing call rate                 |
| Calls to other Pivotel Satellite Phones   | Charged at the plan's applicable outgoing call rate                 |

Get more from your satellite service on the Pivotel network!

- Manage your satellite data and control your costs with the Pulsar® web-based self-service dashboard
- All satellite data and voice traffic is carried on Pivotel's secure carrier grade network
- Choose how you route your data with options for a static public IP address or virtual private network tunnel
- Standard '04' mobile numbers that make your services easy to use and cheaper to call
- Dedicated team of locally based satellite communications specialists here to support you

Pivotel Inmarsat FleetBroadband (FB) plans use the Inmarsat Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. Visit [www.pivotel.com.au/inmarsat-coverage/](http://www.pivotel.com.au/inmarsat-coverage/) to view a coverage map. Data is billed in 100KB increments. All calls are charged in 60 second increments unless otherwise stated. Included call value excludes premium calls, calls to special numbers and premium text. Pivotel may apply call barring where fraudulent use is suspected or for credit control purposes. Prices quoted are in AUD including GST and are subject to change. 12 month minimum term applies. A new 12 month minimum term for the subscribed plan will automatically be renewed at the end of the current minimum term unless otherwise notified by the customer. Please refer to the above table for minimum cost over minimum term for the plan. Plans can be suspended for up to 90 days per 12 month period and any suspension period will not count towards the minimum term. Please refer to the above table for suspension cost. Plans can be upgraded at any time but will only take effect on the next billing cycle and minimum term will be reset. A plan downgrade is not allowed during minimum term. A compatible Inmarsat FB device is required to access the Pivotel Inmarsat FB service (see device pricing). You will receive a bill by email from Pivotel listing any payments you have made during the billing period and a summary of your service usage to enable you to keep track of your overall service usage and monthly spend. You may receive a pro-rata access fee charge on your first Pivotel bill, calculated from the actual date of service connection to the date of your first bill. Itemized billed and unbilled service usage is available in the secure Selfcare website at [www.pivotel.com.au/selfcare](http://www.pivotel.com.au/selfcare). An itemized bill listing all of your service usage events is available on request. Pivotel plans are available to credit approved customers only. You can manage your data usage of the service to control your cost via Pivotel Pulsar® Data Management Portal. Visit [www.pivotel.com.au/wholesale-pulsar-portal/](http://www.pivotel.com.au/wholesale-pulsar-portal/) to learn how to manage your data usage.