

# Thuraya (AUD) Maritime Plans

## Retail Sheet

For use with SeaStar, Seagull 5000i, SF2500 and MarineStar.

Plan Name	Thuraya Maritime 49	Thuraya Maritime 79
Monthly Access Fee	\$49	\$79
Minimum Term	6 months (Min cost over term is \$294)	6 months (Min cost over term is \$474)
Monthly Included Value	\$200	\$400
Outgoing Call Cost (Per Minute)	\$0.99	\$0.99
Incoming Call Cost (Per Minute)	\$0.99	\$0.99
Service Suspension Per Month	\$10 (Maximum of 180 days in any 12-month period)	N/A
<b>Standard Costs</b>	<b>Unit Pricing Data</b>	
Cost of a 2 minute call before any discounts to standard numbers and standard national mobile numbers:	\$1.98	\$1.98
Cost of a Standard SMS before any discounts to standard national mobile numbers:	\$0.50	\$0.50
Cost of 1MB of Data before any discounts:	\$5	\$5
Number of standard calls if you restricted your use solely to standard national mobile calls each of 2 minutes in duration you could make:	101 Calls	202 Calls

### Special Calls & Value Added Services

Pivotel Customer Care (1300 882 448)	FREE
Calls to 1800 Numbers	Charged at applicable satellite rates
Calls to 13/1300 Numbers	Charged at applicable satellite rates
VoiceMail - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at applicable satellite rates FREE
Call Forwarding (within Australia)	Charged at applicable satellite rates
Calls to other Pivotel Satellite Phones	Charged at applicable satellite rates
Emergency Calls 111/112	FREE

### Why Pivotel?

- Standard '04' mobile numbers that make your services easy to use and cheaper to call
- Low satellite call rates so you can call when you need to
- Callers to you pay standard call-to-mobile rates
- Dedicated team of satellite experts based in Australia here to support you



Pivotel Satellite Thuraya Maritime plans use the Thuraya Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. Visit <https://www.pivotel.com.au/our-networks/thuraya/> for a coverage map. Data is billed in 10kB increments. All calls are charged in 1 minute increments unless otherwise stated. Prices are stated in AUD inclusive of GST and are subject to change. Included call value excludes premium calls, calls to special numbers, IDD (international direct dial) calls and premium text. Pivotel may apply call barring where fraudulent use is suspected, or for credit control purposes. Please refer to the table above for the minimum term and minimum cost for each plan. 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. You can suspend your service on the Thuraya Maritime 49 plan for \$10 per month. Services on this plan can be suspended 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. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included. A compatible Thuraya device is required to access the Pivotel Thuraya service (see handset 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 elect to receive a paper bill by post for an additional fee. 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. An itemised bill listing all of your service usage events is available on request. Itemised billed and unbilled service usage is available in the secure Selfcare website at <https://selfcare.flexxbill.com/self-service/pivotel/>. Pivotel plans are available to credit approved customers only.