

Visit [www.tracertrak.com.au/rockfleet](http://www.tracertrak.com.au/rockfleet) for more information and a digital copy of this form, or phone **1300 882 448**

Please email your completed order form to: [mail@pivotel.com.au](mailto:mail@pivotel.com.au)

Existing Pivotel Customer  Yes  No

Customer Number

Date  /  /

**YOUR INFORMATION**

Mr  Mrs  Ms

Registered Company Name

ABN

Registered Address

Billing Address

Telephone  DAYTIME  MOBILE

Delivery Address (Must Be A Street Address)

Date of Birth  /  /

Trading Name

Drivers Licence/Passport

Suburb/City  Postcode

Suburb/City  Postcode

Billing Email

Suburb/City  Postcode

**TRACERTRAK PORTAL ADMINISTRATOR INFORMATION**

Tracertrak provides you with vessel location information. The following information will be used to setup the administrator for your Tracertrak account.

Name  Mobile

Email  Enquiry Password

**TRANSFER INFORMATION**

Below is the ongoing plan costs and inclusions you choose to transfer to:

Plan	Monthly Access Fee inc GST	Contract Term	Included Locations
DAF VMS RockFLEET 10 Min	\$55.00	12 Months	Unlimited

Please enter each individual RockFLEET serial number and the DAF licence ID associated with each device:

RockFLEET Serial Number	DAF Licence ID	RockFLEET Serial Number	DAF Licence ID

**CREDIT CARD INFORMATION**

The credit card you provide will be used for your ongoing monthly service charges. Your credit card details will not be held on file by Pivotel after the initial setup of your account, your payment information will be held in a secure payment gateway, we will take all reasonable steps to destroy any documentation provided by you containing your credit card information.

Card Holders Name

Card Type  Mastercard  Visa  American Express

Card Number

Expiry Date  /

CCV

**TERMS OF APPLICATION**

You agree that this is an application by you for connection to the Pivotel Satellite network and the supply of Pivotel Satellite's Tracertrak Service. You acknowledge that Pivotel Satellite may decline your application without providing you a reason. You agree that if your application is accepted by Pivotel Satellite your use of the Tracertrak™ Service will be according to Pivotel Satellite's Standard Agreement (a summary of the material terms of which have been provided to you). You acknowledge that you have read the summary, which includes information relating to you discontinuing your use of the Tracertrak Service either prior to, at the end of, or anytime after the end of your initial term. The summary also advises that fees and charges are payable by you during your agreement with Pivotel Satellite, and upon termination if you terminate before the end of your initial term. You can obtain a copy of Pivotel Satellite's Standard Agreement from Pivotel Satellite upon request, or by visiting [www.pivotel.com.au](http://www.pivotel.com.au). Alternatively you can purchase a copy by contacting the Australian Communications and Media Authority. The acknowledgement below sets out the initial term of your agreement with Pivotel Satellite. By signing below you acknowledge that the items below have been properly explained to you and that you have read and agreed to be bound by the terms of this application and, if accepted, by Pivotel Satellite's Standard Agreement. Additionally you warrant that the information you have provided to Pivotel Satellite as set out in this application is accurate. If your application is accepted, you consent to Pivotel Satellite using your personal information in accordance with the terms of Pivotel Satellite's Standard Agreement. Your application will be deemed accepted upon your connection to the Tracertrak™ Service. Prices are in AU\$ and include GST. Pivotel may apply call barring where fraudulent use is suspected or for credit control purposes. 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. An itemised bill listing all of your service usage events is available on request. You may elect to receive a paper bill by post for an additional fee. Tracertrak plans are available to credit approved customers only. Minimum contract term is 12 months with a maximum of 6 months on suspension over the 12 months. If you suspend your service during the minimum term, your minimum term period will be extended equivalent to the number of months your service is in suspension. Minimum cost is \$685 over 12 months (includes \$25 activation fee) + RockFLEET device. A re-activation fee of \$20 will be incurred each time a device is removed from suspension. You consent to specifying a Home Port location for each connected device OR permit Pivotel specifying a Home Port location on your behalf.

I acknowledge that the initial term of my contract with Pivotel Satellite will be for 12 months, from the date first transferred to the Tracertrak service. Please indicate that you accept all conditions by ticking each of the boxes below and then finalise this form by completing the 'Applicants Signature', 'Name of Signatory' and 'Date' fields.

- TERMS OF APPLICATION ACCEPTED
- CREDIT INFORMATION DISCLOSURE ACCEPTED
- MINIMUM TARIFF PLANS & PRORATA ACCEPTED
- I AGREE AND AUTHORISE PIVOTEL TO SHARE POSITION DATA FROM MY DEVICE(S) WITH THE DEPARTMENT OF AGRICULTURE AND FISHERIES, QUEENSLAND

Applicants Signature  Name of Signatory (Please Print)  Date  /  /

**IMPORTANT NOTICE TO APPLICANT(S) FOR CREDIT  
(SECTION 18(E)(1) PRIVACY ACT 1988)**

**Notice of disclosure of your credit information to a credit reporting agency (Privacy Act 1988)**

Pivotel may give information about you to a credit reporting agency, for the following purposes:

- to obtain a consumer credit report about you; and
- to allow the credit reporting agency to create or maintain a credit information file containing information about you.

The information is limited to:

- identity particulars - your name, sex, address (and the previous two addresses) date of birth, name of employer, driver's licence number, or passport number;
- your application for credit or commercial credit - the fact that you have applied for credit and the amount;
- the fact that Pivotel is a current credit provider to you;
- loan repayments which are overdue by more than 60 days, and for which debt collection action has started;
- advice that your loan repayments are no longer overdue in respect of any default that has been listed;
- information that, in the opinion of Pivotel you have committed a serious credit infringement (that is, fraudulently or shown an intention not to comply with your credit obligations);
- dishonoured cheques - cheques drawn by you for \$100 or more which have been dishonoured more than once; or
- that credit provided to you by Pivotel has been paid or otherwise discharged.

**Pivotel's Privacy Policy**

Pivotel is committed to protecting the privacy of your personal information. Pivotel is bound by and complies with the National Privacy Principles contained within the *Privacy Act 1988* (Cth) and the *Privacy Amendment (Private Sector) Act 2000* (Cth), and the obligations set out in Part 13 of the *Telecommunications Act 1997* (Cth).

You can request us to provide you with a copy of the Pivotel Privacy Policy which sets out, generally, what sort of personal information we hold, and for what purposes we collect, hold, use or disclose that personal information. Requests for access to the Pivotel Privacy Policy or to your personal information can be made by telephoning our Customer Care team on 1300 882 448 (Australia) or 0508 882 448 (New Zealand) or by sending an email to mail@pivotel.com.au.

**Contacting Pivotel**

You can contact Pivotel by calling our Customer Care team on 1300 882 448 (Australia) or 0508 882 448 (New Zealand), or by sending an email to mail@pivotel.com.au.

If you need to write to us, our contact details are:

**Pivotel Satellite Pty Limited  
Locked Bag 100, Southport Mail Centre QLD 4215 Australia.**

**SUMMARY OF STANDARD AGREEMENT FOR PIVOTEL SERVICE**

1) This is a summary of the terms and conditions for your Pivotel Service. The full terms and conditions are contained in Pivotel's Standard Agreement which is available on request from Pivotel Satellite Pty Limited ABN 81 099 917 398 ('**Pivotel**'), and at www.pivotel.com.au. The Standard Agreement is binding on you.

2) The Pivotel Service may include access to any of the following Services, all of which are acquired by you from Pivotel:

- single mode Globalstar/CDMA voice and data services (the '**Globalstar/CDMA Service**');
- dual mode Globalstar/GSM voice and data services (the '**Globalstar/GSM Service**');
- single mode Globalstar voice and data services (the '**Globalstar Service**');
- single mode Iridium voice and data services (the '**Iridium Service**');
- single mode Inmarsat voice and data services (the '**Inmarsat Service**');
- Inmarsat high speed IP data services (the '**Inmarsat IP Data Service**');
- single mode Thuraya voice and data services (the '**Thuraya Service**');
- dual mode Thuraya voice and data services (the '**Thuraya/GSM Service**');
- Thuraya high speed IP data services (the '**Thuraya IP Data Service**');
- 3G/GSM voice and data services on the Vodafone Wholesale Network (the '**Swift Service**');
- 2G/GSM voice and data services on the Telstra Wholesale Network (the '**Classic Service**');
- high bandwidth VSAT fixed satellite services using the VSAT network (the '**VSAT Service**');
- satellite machine to machine messaging services, provided using the Globalstar Network (the '**Globalstar Simplex Service**'), the Iridium Network (the '**Iridium Short Burst Data Service**'), and the Inmarsat Network (the '**Inmarsat IsatDataPro Service**');
- personal satellite communication messaging services (the '**Personal Satellite Communications Service**'); and
- Internet based tracking and telemetry services (the '**Tracertrak Service**').

3) The dual-mode Globalstar and Thuraya handsets can access either the Satellite Service or the Cellular Service:

- The dual-mode handset can be set to automatically search for the Satellite Service when the satellite antenna is extended; and
- The dual-mode handset may be set to automatically search for the Cellular Service and only look for the Satellite Service once you move outside the Vodafone Wholesale network coverage, or the Vodafone Wholesale network cannot be found. Similarly the dual-mode handset may be set to automatically search for the Satellite Service and only look for the Cellular Service when the Satellite Service cannot be found.
- The dual-mode handset requires one SIM card for both the Satellite Service and the Cellular Service.

4) The single-mode Globalstar, Iridium, Inmarsat and Thuraya handsets can only access the Satellite Service. The single-mode handset requires one SIM card for the Satellite Service.

5) In order to make and receive calls in using the Satellite Service, the handset satellite antenna must be extended upwards towards the sky and you must have a clear view of the majority of the sky. The Satellite Service provides coverage across mainland Australia, Tasmania and up to 500 nautical miles out to sea depending on the type of satellite technology chosen. The Iridium Service, and the Inmarsat Service are a global services. Some exclusion zones and coverage restrictions apply.

6) The Globalstar Simplex Service, Iridium Short Burst Data Service and the Inmarsat IsatDataPro Service are all store and forward satellite messaging services. Depending on the capability of the device, these services can be supplied in a dual-mode configuration together with either a Swift Service or Classic Service.

7) The Inmarsat IP Data Service, Thuraya IP Data Service and the VSAT Service are all high speed data services. Compatible devices must be used to access the relevant Satellite Service.

8) The Personal Satellite Communications Service and the Tracertrak Service combine an Internet based tracking, monitoring and messaging system together with devices connected to the relevant Satellite Service depending on the capability of the device. An Emergency Response Service may be provided in conjunction with these services.



9) When you acquire the Satellite Service, you are liable for and must pay the satellite airtime charges billed at the satellite rates for your particular service package. When you acquire the Cellular Service, you are liable for and must pay the cellular airtime charges billed at the cellular rates for your particular service package. The Satellite rates will generally be higher than Cellular rates for equivalent calls. Your service package may include messaging charges and monthly access charges in addition to airtime charges. When the service is used outside of Australia, roaming charges may apply at a higher rate as set out in your service package. Charges for inbound calls normally apply when roaming.

10) When receiving calls whilst using the Satellite Service or the Cellular Service, the calling party will pay the usual charges for calls made to a mobile handset. When using Globalstar mode on some Pivotel pricing plans, you must pay charges for calls you both make and receive. For these pricing plans, ordinary calls received by you in Satellite mode will be billed to you (unlike the Cellular Service).

11) You agree that Pivotel may receive or disclose personal information or documents about you for the following purposes:

- to a credit reference agency to obtain a consumer credit report about you and to allow the credit reporting agency to create and maintain credit information about you. This information may be given before or during the provision of credit to you;
- a credit reporting agency may disclose personal information from your consumer credit information file to Pivotel for the purpose of assessing an application for commercial credit by you and for the purpose of collection of payments that are overdue in respect of any commercial credit provided by Pivotel;
- Pivotel may exchange information about you with another credit provider to assess an application by you for credit, to notify other credit providers of a default by you, to assess the status of this loan whether you are in default with other credit providers, and to assess your credit worthiness. You acknowledge that the information exchanged can include anything about your credit worthiness, credit standing, credit history or credit capacity that the credit providers are allowed to exchange under the *Privacy Act 1988* (Cth); and
- Pivotel may disclose personal information or documents about you to Law Enforcement agencies to assist in the prevention of criminal activities.

12) Pivotel may require a security deposit from you depending on Pivotel's assessment of your creditworthiness. The Standard Agreement sets out circumstances and terms under which a security deposit is required and managed by Pivotel.

13) If you request us to, or we validly discontinue your connection within your initial term, you must pay us:

- the access charges for the remaining months of the initial term;
- an early termination fee as set out in the tariff which forms part of the Standard Agreement (Tariff); and
- all outstanding fees and charges payable by you for the Pivotel Service.

14) We will invoice you for the Pivotel Services in accordance with the pricing plan you have selected on your application form. You can obtain a copy of our fees and charges for this pricing plan from us upon request by calling our Customer Care team on +61 1300 882 448. We may vary these fees and charges from time to time.

15) Unless otherwise agreed, we will invoice you monthly and post a copy of your invoice to your nominated billing address. You must pay each invoice within 14 days from the date of the invoice (unless you have arranged with us to pay your invoices by direct debit or credit card). We may charge you interest on overdue accounts and a late payment fee which is set out in the Standard Agreement (Tariff). You will be responsible to pay for all calls made using the Pivotel Service even if you did not make them.

16) You can review your invoices online, and monitor your unbilled usage at www.pivotel.com.au/selfcare or you can call Pivotel customer care. For calls made in Australia, there will normally be a 24-48 hour delay between when you use your service, and when your unbilled usage will be available for review in the online Selfcare tool. Calls made whilst roaming overseas may take even longer to become available. You will be responsible to pay for all calls made using the Service even if you did not make them.

17) Although we will take all reasonable steps to make sure you receive the Pivotel Service within the relevant coverage area for the Service, the Pivotel Service is not free from faults or interruptions. Certain factors, such as network congestion, satellite or satellite gateway downtime and maintenance, and obstructions or interferences such as that encountered in buildings may mean you will not receive the Pivotel Service in certain areas at certain times.

18) We retain ownership of the SIM card if one is provided for your Pivotel Service. You must return this to us upon disconnection of the Pivotel Service. We may charge you a SIM card replacement fee if you fail to return the SIM card within 30 days from disconnection. Please inform us immediately if you lose, or damage is caused to, your SIM card. We will then disconnect or bar your connection (you will be responsible for all usage charges up to that time) until the SIM card is replaced or repaired. We may charge you a SIM replacement fee unless we were at fault.

19) If you have a complaint about your Pivotel Service you should try to resolve it first with Pivotel by contacting us on +61 1300 882 448, or informing us by email to mail@pivotel.com.au, or by writing to us at Pivotel Satellite Pty Limited, Locked Bag 100, Southport Mail Centre QLD 4215. If you are unhappy with how your complaint is being resolved, you may contact the Telecommunications Industry Ombudsman (TIO) or the Office of Fair Trading in your State or Territory.

20) You have rights under the *Competition and Consumer Act 2010* (Cth). Subject to that Act, we are not liable to you for any breach of any express or implied terms, conditions or warranties. Where we are unable by law to exclude our liability, but we are permitted to limit our liability, our liability for such breaches is limited, at our choice, to:

- if the breach relates to goods, the replacement or repair of the goods;
- if the breach relates to services, the re-supply of those services, or paying for the cost of having those services re-supplied.

*Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

21) You cannot assign your Pivotel Service agreement without our consent. We can assign or novate the agreement to our nominee by following the procedure set out in CA628:2015 *Telecommunications Consumer Protection Code*.

22) There are certain events that may result in us suspending, restricting or disconnecting your Pivotel Service. These events are set out in the Standard Agreement.

23) We may vary the terms of the Standard Agreement from time to time. If the variation is detrimental we will advise you of the variation by placing a notice in your bill or otherwise writing to you in a manner which complies with the CA628:2015 *Telecommunications Consumer Protection Code*.