

**BETTER CONNECTIONS, EVERYWHERE.**



## CRITICAL INFORMATION SUMMARY

### INMARSAT FLEET ONE ANZ LEISURE PLAN

Plan	Fleet One ANZ Leisure
Monthly Charge	\$320
Monthly Included Data within ANZ Coastal Region (MB)	No data limits within ANZ Coastal Region, subject to speed restrictions: First 30MB – Up to 150kbps Next 30MB – Up to 32kbps Additional Data – Up to 16kbps
Data (per MB) outside ANZ Coastal Region (available within Coastal Regions but outside ANZ Coastal Region) (billed in 20KB increments)	\$30.00
Minimum Contract Term	12 months No minimum contract term if you choose to pay a \$50 activation fee
Minimum total cost	12 month term contract
	No minimum term contract
Maximum Charges for Early Termination (12 month term contract only)	\$3,840 plus excess usage charges

Prices include GST.

### Information About The Service

#### Description of the Service

Pivotel Fleet One ANZ Leisure plan use the Inmarsat geostationary earth orbit satellite network together with compatible Inmarsat Fleet One terminals.

You can use the service to make and receive domestic and international voice calls and SMS within the Inmarsat Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/inmarsat-coverage/>). Within ANZ Coastal regions and inland waterways, you can access unlimited data services including emails and browsing the Internet. Data is available at additional cost within Coastal regions but outside ANZ Coastal regions.

#### Exclusions

Data services are not available outside of Coastal regions.  
Information about the Pivotel Fleet One ANZ Leisure satellite

network coverage in Australia and New Zealand can be found at <https://www.pivotel.com.au/inmarsat-coverage/>

#### Eligibility

Pivotel Fleet One ANZ Leisure plan is available to vessels solely engaged in pleasure yachting or inland waterway activities, and under 500GT. The vessels cannot be a floating platform or rig, and a Maritime Mobile Security Identity (MMSI) must be provided upon provision of service.

#### Mandatory Goods

You need a compatible Fleet One terminal to use this service. You can bring your own Inmarsat Fleet One terminal or you can purchase one from us.

### Information About Pricing

#### Incoming Calls

You will be provided with 2 service numbers when you subscribe to Pivotel Fleet One ANZ Leisure plan.

- Inmarsat service number (+8707xxxxx)
- Australia mobile service number (+614xxxxx)

Incoming calls to your Inmarsat service number (+8707xxxxx) will not incur any charge. Incoming calls to your Fleet One ANZ Leisure Australia mobile service number (+614xxxxx) are charged at \$3.90 per minute.

#### Cost of Standard National and International SMS

The cost of a Standard National or International SMS on the Fleet One ANZ Leisure plan is \$0.50.

#### Calls to Standard National and Standard International Numbers

Calls to Standard National and Standard International Numbers are \$1.10 per minute.

The cost of a 2 minute call to a Standard National or Standard International Number on the Fleet One ANZ Leisure plan is \$2.20.

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### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Fleet Broadband, Mini-C, Aero) can be found at <https://www.pivotel.com.au/fleet-one-rates/>

### 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.

### 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

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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)

### 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](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](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).