

BETTER CONNECTIONS, EVERYWHERE.



CRITICAL INFORMATION SUMMARY

PIVOTEL GLOBALSTAR CALL PLANS

Plan	Globalstar Casual	Globalstar 35	Globalstar 70
Monthly Airtime Plan Charge	\$20	\$35	\$70
Monthly Included Value	0	\$20	\$55
Connection Fee	\$25	\$0	\$0
Minimum Contract Term	1 Month	24 Months No minimum contract term if you choose to pay a \$50 activation fee	
Satellite Outgoing Call Cost (billed in 60 secs increments)	\$0.99	\$0.99	\$0.80
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	\$1.98	\$1.98	\$1.60
Minimum Total Cost over Min Contract Term	\$45	\$840	\$1,680
Maximum Charges For Early Termination	\$45 plus excess usage charges	\$840 plus excess usage charges	\$1,680 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service

Pivotel Globalstar Call plans use the Globalstar Low Earth Orbit (LEO) satellite network with a Globalstar handset device.

You can use the service to make and receive domestic and international voice calls within the Globalstar Mobile Satellite Network Australian coverage area (see <https://www.pivotel.com.au/iridium-coverage/>).

Eligibility

Pivotel Globalstar Call plans are available to any user operating within the Globalstar Mobile Satellite Network Australian coverage

area. Operating outside the Australian coverage area will be charged at the applicable value-added services rate (see <https://www.pivotel.com.au/products/pivotel-globalstar-call-plans/>).

Exclusions

SMS services are not available on Globalstar Call plans.

Mandatory Goods

You need a compatible Globalstar device to use this service. You must bring your own Globalstar device.

Information About Pricing

Included Value

The included value can be used for satellite outgoing standard national calls and standard national mobile calls within the Globalstar Mobile Satellite Network Australian coverage area. The included value is not applicable for premium calls, calls to special number, international direct dial (IDD) calls and calls made outside of the Australian coverage area.

Incoming Calls

Incoming calls to your Globalstar Call service within the Globalstar Mobile Satellite Network Australian coverage area are free of charge.

Calls to International Numbers

The cost to call international numbers can be found at <https://www.pivotel.com.au/products/pivotel-globalstar-call-plans/>. A flagfall charge of \$0.55 applies for Satellite calls.

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/products/pivotel-globalstar-call-plans/>

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:

$$\text{Monthly Charge} \times \text{months remaining on your contract}$$

BETTER CONNECTIONS, EVERYWHERE.



Late Payment

A late payment charge of \$11 per month applies if you fail to pay on time.

Other Information

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

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. 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. 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.