

BETTER CONNECTIONS, EVERYWHERE.



CRITICAL INFORMATION SUMMARY

THURAYA IP COUNTRY-PLUS PLANS

Plan	IP Country-Plus 150MB	IP Country-Plus 500MB	IP Country-Plus 1GB	IP Country-Plus 5GB	IP Country-Plus 15GB	IP Country-Plus 30GB
Monthly Charge	\$300	\$650	\$880	\$1,280	\$2,350	\$2,800
Monthly Included Data (to use in Australia and countries in Country-Plus list* only)	150MB	500MB	1GB	5GB	15GB	30GB
Cost of Included Data (per MB)	\$2.00	\$1.30	\$0.88	\$0.26	\$0.16	\$0.09
Excess Data (per MB) to use in Australia and countries in Country-Plus list* only (billed in 100kB increments)	\$2.00	\$1.30	\$0.86	\$0.25	\$0.15	\$0.09
Connection Fee	\$100					
Minimum Contract Term	1 month					
Minimum total cost over 1 month	\$400	\$750	\$980	\$1,380	\$2,450	\$2,900
Maximum Charges for Early Termination	\$400 plus excess usage charges	\$750 plus excess usage charges	\$980 plus excess usage charges	\$1,380 plus excess usage charges	\$2,450 plus excess usage charges	\$2,900 plus excess usage charges

*see Country-Plus list at <https://www.pivotel.com.au/thurayaipcountries/>

Prices include GST.

Information about the Service

Description of the Service

Pivotel Thuraya IP Country-Plus plans use the Thuraya geostationary earth orbit satellite network together with compatible Thuraya IP terminals.

You can use the service to access data services including emails and browsing the Internet within the Thuraya Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/thuraya-coverage/>).

The monthly data inclusion and excess usage rates apply to use within Australia and countries listed in the Country-Plus list. When use in countries that are outside the Country-Plus list, data usage is charged at \$5.50/MB. See Country-Plus list at www.pivotel.com.au/thurayaipcountries

Exclusions

Voice calls and SMS services are not available in Thuraya IP Casual plans.

Data services are not available outside of the Thuraya Mobile Satellite Network coverage area or at sea. Information about the Thuraya satellite network coverage can be found at <https://www.pivotel.com.au/thuraya-coverage/>

Eligibility

Pivotel Thuraya IP Country Plus plans are available to any user operating within Thuraya Mobile Satellite Network coverage area.

Mandatory Goods

You need a compatible Thuraya IP terminal to use this service. You can bring your own terminal, or you can purchase one from us.

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Information about Pricing

Plan Changes

You can upgrade your plan at any time at no charge. If you downgrade your plan, a fee of \$100 is applicable.

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.