

BETTER CONNECTIONS, EVERYWHERE.



CRITICAL INFORMATION SUMMARY
IRIDIUM CERTUS MARITIME PLANS – WITH HARDWARE

Plan	0MB	50MB	100MB	500MB	2GB	5GB	10GB
Monthly Airtime Plan Charge	\$210	\$590	\$990	\$1,850	\$2,450	\$2,800	\$3,900
Monthly Included Data (MB)	0	50	100	500	2,000	5,000	10,000
Cost of Included Data (per MB)	N/A	\$11.80	\$9.90	\$3.70	\$1.23	\$0.56	\$0.39
Excess Data (Per MB) (billed in 1KB increments)	\$27.50	\$13.00	\$9.70	\$6.00	\$1.75	\$1.35	\$0.90
Min Contract Term with Hardware	36 Months	36 Months	36 Months	36 Months	36 Months	36 Months	36 Months
With Thales VesselINK Terminal							
Monthly Hardware Fee	\$370	\$370	\$370	N/A	N/A	N/A	N/A
Upfront Hardware Fee	N/A	N/A	N/A	\$3,900	\$0	\$0	\$0
Minimum Total Cost (Plan + Hardware)	\$20,880	\$34,560	\$48,960	\$70,500	\$88,200	\$100,800	\$140,400
Maximum Charges For Early Termination	\$20,880 plus excess usage charges	\$34,560 plus excess usage charges	\$48,960 plus excess usage charges	\$70,500 plus excess usage charges	\$88,200 plus excess usage charges	\$100,800 plus excess usage charges	\$140,400 plus excess usage charges
With Cobham Sailor 4300 Terminal							
Monthly Hardware Fee	\$325	\$325	\$325	N/A	N/A	N/A	N/A
Upfront Hardware Fee	N/A	N/A	N/A	\$2,400	\$0	\$0	\$0
Minimum Total Cost (Plan + Hardware)	\$19,260	\$32,940	\$47,340	\$69,000	\$88,200	\$100,800	\$140,400
Maximum Charges For Early Termination	\$19,260 plus excess usage charges	\$32,940 plus excess usage charges	\$47,340 plus excess usage charges	\$69,000 plus excess usage charges	\$88,200 plus excess usage charges	\$100,800 plus excess usage charges	\$140,400 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service

Pivotel Certus Maritime Plans use the next generation Iridium constellation (NEXT) low earth orbit satellite network together with compatible Iridium Certus Maritime terminals.

You can use the service to make and receive domestic and international voice calls within the Iridium Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/iridium-coverage/>). Within the coverage area, you can access data services including emails and browsing the Internet.

Exclusions

SMS services are not available on Certus Maritime plans.

Eligibility

Pivotel Certus Maritime plans are available to any user operating on the world's seas and in-land waterways. A Maritime Mobile Security Identity (MMSI) must be provided to provision the service.

Mandatory Goods

You need a compatible Certus Maritime terminal to use this service. You must purchase one of the above terminals at the subsidised upfront purchase or monthly payment plan cost shown. You can bring your own Certus Maritime terminal or purchase one terminal outright from us on our *Iridium Certus Maritime Plans – Without Hardware* range of plans.

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Information About Pricing

Incoming Calls

Incoming calls to your Certus Maritime service are charged at \$1.00 per minute.

Calls to Standard National and Standard International Numbers

Calls to Standard National or Standard International Numbers to Band 1 countries (including Australia) cost \$0.70 per minute.

The cost of a 2 minute call to a Band 1 country (including Australia) on the Certus Maritime plans is \$1.40

The cost to call other countries can be found at www.pivotel.com.au/iridium-certus-maritime-plans.

Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Aero, ISDN) can be found at www.pivotel.com.au/iridium-certus-maritime-plans.

Plan Changes

Change of plan is not allowed during your contract term.

Early Termination Charges

If you cancel your plan before your minimum contract term, the following early exit fees will apply:

Monthly Charge (including any hardware payment plan) 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

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.