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CRITICAL INFORMATION SUMMARY

PIVOTEL 4G MOBILE DATA with PIVOTEL APP FOR TALK AND TEXT (PATT)

Plan	4G Mobile Data with PATT
Monthly Bundle Charge	\$40
What's included	1 x 4G Mobile Data service with 50GB included data/month 1 x Pivotel App for Talk and Text (PATT) service with Unlimited Calls and SMS to standard national numbers
Min Contract Term	Month-Month
Total Minimum cost	\$40
Maximum Charges for Early Termination	\$40

Pricing effective 1st March 2021. Prices include GST.

Information About The Service

Description of the Service

This bundle combines a 4G data service with a monthly data allowance for use within Australia and a Voice over IP (VoIP) service with an Australian mobile number and included standard national calls and SMS.

Eligibility

Pivotel 4G Mobile Data with PATT plans are available within the Pivotel 4G Mobile Data Device coverage area.

Coverage and Serviceability

The Pivotel 4G Mobile Data Service is only available in selected areas on the Pivotel 4G Network. There may also be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas. Pivotel App for Talk and Text (PATT) is available wherever there is an accessible data connection.

A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification check is an indication that your chosen location is within a Pivotel 4G Mobile Data Device coverage area, it does not guarantee that your address is 4G serviceable.

Speeds

Data speeds for the Pivotel 4G Mobile Data with PATT Service are variable. Your speed will depend on a number of factors, including your device capabilities, location, congestion, local conditions, and general internet traffic.

Equipment needs

This plan is only available when you bring your own compatible phone or tablet.

Included Data Usage

Data usage is counted in both directions, so if you download 20GB and upload 10GB, that's counted as 30GB. Unused allowance will expire each month at the end of your billing cycle. PATT uses your data connection. Normal data charges will apply when using PATT over other data networks.

Shaping

If you use all your monthly included data, your service will be slowed (shaped) to 1Mbps.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Exclusions

MMS, Video MMS, SMS delivery receipt, Video Calling, Calling Number Display blocking, Premium voice and Premium SMS services are not available on the PATT service.

Emergency Calls are not available from this service using the phone's native voice service. Emergency 000 Operator Services are available from the PATT App when connected to any accessible IP Network. Your location information may not be automatically provided to emergency services. The PATT service may not be able to receive National Emergency Warning System (NEWS) SMS warnings.

Bundling

This offer does not depend on bundling with other services.

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Information About Pricing

International Calls

For more information on international rates, go to www.pivotel.com.au/PATT/international

International Pack

Unlimited Calls to New Zealand, USA, UK, Canada, China, India, Germany, Malaysia, Japan and Singapore are available for an additional \$10/month.

International SMS

SMS to international destinations will be charged at 0.25c/SMS.

Additional Data

Data Top-ups are available at \$10 for 10GB.

Plan Changes

Plan Changes are not allowed on this service.

Early Termination Charges

There are no cancellation fees

Late payment

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

Other Information

Customer Service

You can contact us by calling 1300 882 448 during the below contact hours or emailing us at mail@pivotel.com.au

Operating Hours: WST (Western Standard Time)	
Monday – Friday	5am – 5pm
Weekends and Public Holidays	Closed

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.

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.