

Keeping you connected.



CRITICAL INFORMATION SUMMARY

PIVOTEL 4G PERSONAL BUNDLE

Plan	Personal Bundle Month-Month	Personal Bundle 12-month contract	Personal Bundle 36-month contract
Monthly Bundle Charge	\$150		
What's included	1 x 4G Homestead service with 500GB included data/month 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		
Contract Term	Month-Month	12 months	36 months
Setup Charges (Modem, Antenna and Installation)	\$960 upfront	\$80/month for 12 months	\$40/month for the first 12 months
Total Minimum cost	\$1,110	\$2,760	\$5,880
Maximum Charges for Early Termination	-	\$1,200	\$1,200

Pricing effective 1st March 2021. Prices include GST.

Information About The Service

Description of the Service

Pivotel 4G Bundles combine:

- a stand-alone 4G internet service which includes a monthly data allowance for use within Australia.
- A stand-alone 4G mobile data service which includes a monthly data allowance for use within Australia
- A Voice over IP (VoIP) service with an Australian mobile number and included standard national calls and SMS

Eligibility

Pivotel 4G Homestead services are available to premises within the Pivotel 4G Homestead coverage area. Pivotel 4G Mobile Data services are available within the Pivotel 4G Mobile Data Device coverage area. Pivotel App for Talk and Text (PATT) is available wherever there is an accessible data connection.

Coverage and Serviceability

Pivotel 4G Homestead and Pivotel 4G Mobile Data Services are 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. 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 serviceable area, it does not guarantee that your location is 4G serviceable.

Speeds

Data speeds for the Pivotel 4G Homestead Service are variable. Your speed will depend on a number of factors, including location, congestion, local conditions, hardware, software and general internet traffic. More information on broadband speeds can be found at <https://www.commsalliance.com.au/BEP>

Equipment needs

The Pivotel 4G Homestead Service can only be used with a Pivotel supplied modem and external antenna installed by a Pivotel installer. You must bring your own compatible handset to use the Pivotel 4G Mobile Data and PATT services.

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 on your Pivotel 4G Homestead Service or Pivotel 4G Mobile Data Service, your service will be slowed (shaped) to 1Mbps. You can purchase a Data Top-up for extra data allowance.

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.

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Bundling

This offer does not depend on bundling with other services.

Information About Pricing

Setup Charges

Charge	Personal Bundle month-month	Personal Bundle 12 months	Personal Bundle 36 months
Wi-Fi modem	\$330 upfront	\$80/month for 12 months	\$40/month for 12 months
External Antenna	\$250 upfront		
Standard Installation	\$380 upfront		
Total Setup Charge	\$960 upfront	\$960 over 12 months	\$480 over 12 months

Additional installation charges may apply for non-standard sites which include those that are unusually complex, require significant additional cabling or extended mast. Your installer will advise you of any additional upfront costs if non-standard works are required prior to the installation.

Change of Service Address

If you move houses, you will need to purchase a new External Antenna and have it installed at your new location. We will need to do a new service qualification check to confirm your new location is within the coverage area.

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

Plan	Personal Bundle month-month	Personal Bundle 12 months	Personal Bundle 36 months
Early Termination charges	-	\$1200 – payments already made for Setup Charges	

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