

## CRITICAL INFORMATION SUMMARY

### Pivotel App for Talk and Text (PATT)

Plan	PATT Unlimited Talk & Text
Monthly Charge	\$15
Calls	Unlimited to Standard Australian Numbers
SMS	Unlimited to Standard Australian Numbers
Contract Term	Month-Month
Total Minimum cost	\$15
Maximum Charges for Early Termination	\$15

Pricing effective 1<sup>st</sup> March 2021. Prices include GST.

## Information About The Service

### Description of the Service

The PATT Service is a Voice over IP (VoIP) service with an Australian mobile number and included standard national calls and SMS.

### Eligibility

Pivotel App for Talk and Text (PATT) is available wherever there is an accessible data connection.

### Mandatory Goods

You must bring your own compatible handset to use the PATT services.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your service 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.

### Data Usage on other networks

PATT uses VoIP and messaging over any accessible data network. Normal data charges will apply when using PATT over commercial data networks.

### 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.

## Information About Pricing

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### International Calls

For more information on international rates, go to [www.pivotel.com.au/patt/international](http://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 for each PATT service.

### International SMS

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

### Plan Changes

Plan Changes are not allowed on this service.

### Early Termination Charges

There are no early termination charges for the PATT Service.

### Late payment

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

## Other Information

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### Customer Service

You can contact us by calling 1300 882 448 during the below contact hours or emailing us at [mail@pivotel.com.au](mailto: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](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](mailto: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](http://www.tio.com.au)