

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### INMARSAT BGAN SCAP PLANS

Plan	BGAN SCAP Level 1	BGAN SCAP Level 2	BGAN SCAP Level 3	BGAN SCAP Level 4	BGAN SCAP Level 5	BGAN SCAP Level 6
Monthly Airtime Plan Charge	\$1,050	\$2,200	\$4,500	\$11,450	\$23,050	\$46,200
SIM Monthly Charge (per SIM)	\$50	\$50	\$50	\$50	\$50	\$50
Monthly Included Data	200MB	400MB	800MB	2000MB	4000MB	8500MB
Cost of included Data (per MB)	\$5.25	\$5.50	\$5.63	\$5.73	\$5.76	\$5.44
Excess Data (per MB) (billed in 100KB increments)	\$8.70	\$8.25	\$7.80	\$7.30	\$6.90	\$6.40
Minimum Contract Term	12 months					
Minimum total cost over minimum contract term	\$13,200	\$27,000	\$54,600	\$138,000	\$277,200	\$555,000
Maximum Charges for Early Termination	\$13,200 plus excess usage charges	\$27,000 plus excess usage charges	\$54,600 plus excess usage charges	\$138,000 plus excess usage charges	\$277,200 plus excess usage charges	\$555,000 plus excess usage charges
<b>Call Rates</b>						
Satellite Outgoing Call Cost (billed in 60 secs increments)	\$1.75	\$1.75	\$1.75	\$1.35	\$1.35	\$1.17
Satellite SMS Cost to standard national mobile numbers	\$0.55	\$0.55	\$0.55	\$0.42	\$0.42	\$0.38
Cost of 2 min call before any discounts	\$3.50	\$3.50	\$3.50	\$2.70	\$2.70	\$2.34

Prices include GST.

### Information About The Service

#### Description of the Service

Pivotel Inmarsat BGAN SCAP plans use the Inmarsat geostationary earth orbit satellite network together with compatible Inmarsat BGAN terminals.

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

#### Eligibility

Pivotel Inmarsat BGAN SCAP plans are available to any user with an appropriate terminal operating on land within the Inmarsat Mobile Satellite Network coverage area.

#### SIM Subscription

There is no maximum number of SIMs that can be provisioned against a BGAN SCAP plan and will be able to use as much or as little of the monthly included data as required.

#### Mandatory Goods

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



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### Information About Pricing

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#### Incoming Calls

Your SIM provisioned in the BGAN SCAP plan will be provided with 2 service numbers.

- Inmarsat service number (+8707xxxxx)
- Australian mobile service number (+614xxxxx)

Incoming calls to your Inmarsat service number (+8707xxxxx) will not incur any charges. Incoming calls to your BGAN Australian mobile service number (+614xxxxx) are charged at \$3.90 per minute.

#### Streaming IP Rates

Pivotel Inmarsat BGAN SCAP supports a range of guaranteed on-demand Streaming IP rates. The cost rates for Streaming IP can be found at <https://www.pivotel.com.au/bgan-plans>

#### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Fleet Broadband, Aero) can be found at <https://www.pivotel.com.au/bgan-plans>

### Other Information

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#### 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](mailto: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](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](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).

#### Plan Changes

During the contract term you can upgrade your plan however you cannot downgrade your plan. After the contract term has completed, you can upgrade or downgrade your plan. In all cases, the upgrade or downgrade of your plan will commence a new minimum contract term from the date of the change, at the defined monthly rates for that plan.

#### Early Termination Charges

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

*Monthly Charge x months remaining on your contract*

#### Late payment

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