

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### IRIDIUM CERTUS LAND PLANS – WITH HARDWARE

Plan	10MB	30MB	100MB	300MB	1GB	2GB
Monthly Airtime Plan Charge	\$110	\$170	\$385	\$940	\$2,250	\$2,250
Monthly Included Data (MB)	10	30	100	300	1,000	2,000
Cost of Included Data (per MB)	\$11.00	\$5.67	\$3.85	\$3.14	\$2.25	\$1.13
Excess Data (Per MB) (billed in 1KB increments)	\$9.00	\$7.20	\$6.00	\$5.00	\$4.00	\$3.10
Min Contract Term with Hardware	36 Months	36 Months	36 Months	36 Months	36 Months	36 Months
<b>With Thales MissionLINK Terminal</b>						
Monthly Hardware Fee	\$355	\$355	\$355	N/A	N/A	\$355
Upfront Hardware Fee	N/A	N/A	N/A	\$3,400	\$0	N/A
Minimum Total Cost (Plan + Hardware)	\$16,740	\$18,900	\$26,640	\$37,240	\$81,000	\$93,780
Maximum Charges For Early Termination	\$16,740 plus excess usage charges	\$18,900 plus excess usage charges	\$26,640 plus excess usage charges	\$37,240 plus excess usage charges	\$81,000 plus excess usage charges	\$93,780 plus excess usage charges

Prices include GST.

### Information About The Service

#### Description of the Service

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

You can use the service to make and receive domestic and international voice calls within the Iridium Mobile Satellite Network voice 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 Land plans.

#### Eligibility

Pivotel Certus Land plans are available to be used only on the land based regions of the world within the Iridium Mobile Satellite Network coverage area.

#### Mandatory Goods

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



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### Information About Pricing

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#### Incoming Calls

Incoming calls to your Certus Land service are charged at \$1.15 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 \$1.15 per minute.

The cost of a 2 minute call to a Band 1 country (including Australia) on the Certus Land Plans is \$2.30.

The cost to call other countries can be found at <http://www.pivotel.com.au/iridium-certus-land-plans>.

#### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Aero, ISDN) can be found at <http://www.pivotel.com.au/iridium-certus-land-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 will apply.*

#### Late Payment

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

### 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).