

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### PIVOTEL IRIIDIUM PIVOT PLANS

Plan	Pivot 50	Pivot 60	Pivot 85	Pivot 109	Group 80*
Monthly Airtime Plan Charge	\$50	\$60	\$85	\$109	\$80
Monthly Included Value (\$)	\$5	\$15	\$45	\$75	\$40
Minimum Contract Term	24 Months No minimum contract term if you choose to pay a \$50 activation fee				
Minimum Total Cost over Min Contract Term	\$1,200	\$1,440	\$2,040	\$2,616	\$1,920
Maximum Charges For Early Termination	\$1,200 plus excess usage charges	\$1,440 plus excess usage charges	\$2,040 plus excess usage charges	\$2,616 plus excess usage charges	\$1,920 plus excess usage charges
<b>Satellite Mode</b>					
Satellite Outgoing Call Cost (billed in 30 secs increments)	\$0.99	\$0.60	\$0.60	\$0.40	\$0.50
Satellite SMS Cost to standard national mobile numbers	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50
Flagfall cost per call made	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	\$4.36	\$2.80	\$2.80	\$2.00	\$2.40
<b>Cellular Mode</b>					
Cellular Outgoing Call Cost (billed in 30 secs increments)	\$0.30	\$0.30	\$0.22	\$0.20	\$0.22
Flagfall cost per call made	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	\$1.45	\$1.45	\$1.13	\$1.05	\$1.13
Cellular SMS Cost to standard national mobile numbers	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25

Prices include GST.

\*Min 3 services

### Information About The Service

#### Description of the Service

Pivotel Iridium Pivot plans use the Iridium low earth orbit satellite network (LEO) constellation of 66 cross linked satellites orbiting the Earth together with a compatible Iridium handset.

You can use the service to make and receive domestic and international voice calls and to send and receive text messages (SMS) within the Iridium Mobile Satellite Network Australian 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. Data call charges apply.

#### Eligibility

Pivotel Iridium Pivot plans are available to any user operating within the Iridium Mobile Satellite Network Australian coverage area. Operating outside the Australian coverage area will be charged at the applicable value-added services rate (see <https://www.pivotel.com.au/products/pivotel-iridium-call-plans/>).

#### Group 80 plan

A minimum of 3 services are required to subscribe to the Pivotel Iridium Pivot Group 80 Plan. Each service will be charged the same monthly airtime plan charge and receive the same monthly included value.

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### Cellular Service

You can use the same SIM for Pivotel Iridium Pivot plans in a standard 4G/3G handset to make and receive cellular calls, SMS and data. The cellular service is provided using the Vodafone 4G/3G network.

### Mandatory Goods

You need a compatible Iridium handset to use this service. You can bring your own Iridium handset, or you can purchase one outright from us.

## Information About Pricing

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### Included Value

The included value can be used for Satellite outgoing standard national calls, standard national mobile calls and standard SMS within the Iridium Mobile Satellite Network Australian coverage area. The included value is not applicable for premium calls, calls to special numbers, international direct dial (IDD) calls, premium SMS, calls made outside of the Iridium Mobile Satellite Network Australian coverage area, cellular call, SMS and data.

### Incoming Calls

Incoming calls to your Iridium Pivot service within the Iridium Mobile Satellite Network Australian coverage area are free of charge. Incoming calls to your Iridium Pivot service outside the Australian coverage area are charged at \$1.21 per 30 seconds.

### Calls to International Numbers

The cost to call international numbers can be found at <https://www.pivotel.com.au/products/pivotel-iridium-call-plans/>. A flagfall charge of \$0.55 applies for Satellite calls to International Numbers.

### Data Calls

The cost for data calls using the direct internet service are charged at \$1.10 per 30 seconds plus \$0.55 call flagfall.

### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, special numbers) can be found at <https://www.pivotel.com.au/products/pivotel-iridium-call-plans/>

### Plan Changes

Change of plan is not allowed during your contract term. However, you can change your plan after your contract term at a fee of \$25.

### 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.

## 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).