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CRITICAL INFORMATION SUMMARY

INMARSAT BGAN LINK PLANS

Plan	BGAN LINK 500MB 3-month	BGAN LINK 500MB 12-month	BGAN LINK 2.5GB 3-month	BGAN LINK 2.5GB 12-month	BGAN LINK 5GB 3-month	BGAN LINK 5GB 12-month	BGAN LINK 10GB 3-month	BGAN LINK 10GB 12-month	BGAN LINK 30GB 3-month	BGAN LINK 30GB 12-month
Monthly Airtime Plan Charge	\$200	\$167	\$528	\$440	\$878	\$732	\$1,315	\$1,095	\$2,190	\$1,825
Monthly Included Data (MB)	500	500	2,560	2,560	5,120	5,120	10,240	10,240	30,720	30,720
Cost of included Data (per MB)	\$0.40	\$0.33	\$0.21	\$0.17	\$0.17	\$0.14	\$0.13	\$0.11	\$0.07	\$0.06
Excess Data (per MB) (billed in 100KB increments)	N/A subject to speed restrictions									
Minimum Contract Term	3 months	12 months	3 months	12 months	3 months	12 months	3 months	12 months	3 months	12 months
Minimum total cost over minimum contract term	\$600	\$2,004	\$1,584	\$5,280	\$2,634	\$8,784	\$3,945	\$13,140	\$6,570	\$21,900
Maximum Charges for Early Termination	\$600 plus excess usage charges	\$2,004 plus excess usage charges	\$1,584 plus excess usage charges	\$5,280 plus excess usage charges	\$2,634 plus excess usage charges	\$8,784 plus excess usage charges	\$3,945 plus excess usage charges	\$13,140 plus excess usage charges	\$6,570 plus excess usage charges	\$21,900 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service

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

Exclusions

A specific location (GPS Latitude and Longitude co-ordinates) must be provided upon provision of the service.

Mandatory Goods

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

Speed Restriction

BGAN LINK is an all you can eat plan with no excess data charges for usage above the monthly included data. Data speed restrictions will be applied at the following rates:

- BGAN LINK 500MB, 2.5GB, 5GB and 10GB plan: 90% of included data allowance to 128kbps, 95% of included data allowance to 64kbps, 98% included data allowance to 32kbps and 100% of included data allowance to 20kbps
- BGAN LINK 30GB: 95% of included data allowance to 128kbps

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Information About Pricing

Incoming Calls

You will be provided with 2 service numbers when you subscribe to a Pivotel Inmarsat BGAN LINK plan.

- 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.

Cost of Standard National and International SMS

The cost of a Standard National or International SMS on a BGAN LINK plan is \$0.55.

Calls to Standard National and Standard International Numbers

Calls to Standard National and Standard International Numbers are \$1.75 per minute.

The cost of a 2 minute call to a Standard National or Standard International Number on a BGAN LINK plan is \$3.50.

Streaming IP Rates

Pivotel Inmarsat BGAN LINK 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>

Other Information

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

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.

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. Our complaint handling procedures are located on our website at <https://www.pivotel.com.au/complaints-handling-policy>

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>

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.

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.