

Keeping you connected.



CRITICAL INFORMATION SUMMARY

INMARSAT BGAN STANDARD PRO PLANS

Plan	STANDARD	BGAN PRO 30	BGAN PRO 100	BGAN PRO 250	BGAN PRO 500
Activation Charge (One time)	\$50	\$0	\$0	\$0	\$0
Monthly Airtime Plan Charge	\$130	\$178	\$515	\$810	\$1,265
Monthly Included Data	7.5MB	30MB	100MB	250MB	500MB
Cost of included Data (per MB)	\$17.33	\$5.93	\$5.15	\$3.24	\$2.53
Excess Data (per MB) (billed in 100KB increments)	\$10.20	\$9.20	\$7.90	\$4.90	\$3.90
Minimum Contract Term	12 months	3 months	3 months	3 months	3 months
Minimum total cost over minimum contract term	\$1,610	\$534	\$1,545	\$2,430	\$3,795
Maximum Charges for Early Termination	\$1,610 plus excess usage charges	\$534 plus excess usage charges	\$1,545 plus excess usage charges	\$2,430 plus excess usage charges	\$3,795 plus excess usage charges
Call Rates					
Satellite Outgoing Call Cost (billed in 60 secs increments)	\$1.75	\$1.55	\$1.55	\$1.55	\$1.55
Satellite SMS Cost to standard national mobile numbers	\$0.55	\$0.50	\$0.50	\$0.50	\$0.50
Cost of 2 min call before any discounts	\$3.50	\$3.10	\$3.10	\$3.10	\$3.10

Prices include GST.

Information About The Service

Description of the Service

Pivotel Inmarsat BGAN STANDARD PRO 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.

Information About Pricing

Incoming Calls

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

Streaming IP Rates

Pivotel Inmarsat BGAN STANDARD PRO supports a range of guaranteed on-demand Streaming IP rates. The cost rates for

Eligibility

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

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.

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>

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



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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.

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>

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.