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## CRITICAL INFORMATION SUMMARY

### INMARSAT BGAN PREPAID RECHARGE eVOUCHER

BGAN Prepaid Recharge eVoucher	30 Day Airtime extension eVoucher	50 Units/ 3 Month eVoucher	500 Units/ 6 Month eVoucher	1000 Units/ 12 Month eVoucher	2500 Units/ 12 Month eVoucher	5000 Units/ 12 Month eVoucher
Units	0	50	500	1000	2500	5000
Voucher Expiry Period (Days)	30	90	180	365	365	365
Cost	\$75	\$191	\$573	\$1,169	\$2,674	\$5,348
Cost per unit	NA	\$3.82	\$1.15	\$1.17	\$1.07	\$1.07
Maximum total cost	\$75	\$191	\$573	\$1,169	\$2,674	\$5,348
Cost of SMS	NA	\$1.91	\$0.57	\$0.58	\$0.53	\$0.53
Cost of 1MB of Standard IP data	NA	\$34.76	\$10.43	\$10.64	\$9.73	\$9.73
Cost of 2 min call to standard numbers	NA	\$7.64	\$2.29	\$2.34	\$2.14	\$2.14
Cost of 2 min call to standard mobile numbers	NA	\$9.17	\$2.75	\$2.81	\$2.57	\$2.57

Prices include GST.

### Information About The Service

#### Description of the Service

Pivotel Inmarsat BGAN Prepaid uses the Inmarsat geostationary earth orbit satellite network together with a compatible Inmarsat handset.

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 Prepaid is available to any user with an appropriate terminal operating on land only and within the Inmarsat Mobile Satellite Network coverage area.

#### Activating Prepaid SIM

An Inmarsat BGAN Prepaid SIM card needs to be activated and recharged with any selected eVoucher above.

#### Recharging Prepaid SIM

The prepaid SIM can be recharged at any time. Any unused units will be forfeited when the access period expires. If the SIM is recharged before the expiration date, the unused units will be rolled over to the next expiry date. The new expiry period will be determined by the eVoucher expiry period from the date of activation.

#### 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.

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## Information About Pricing

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### Charges

All voice and data usage are charged in “units”. For the dollar equivalent based on the eVoucher used please refer to the above table.

### Incoming Calls

Incoming calls to your Inmarsat BGAN Prepaid service will not incur any charges.

### Cost of Standard National and International SMS

The cost of a Standard National or International SMS is 0.5 units.

### Cost to call Standard and Mobile Numbers

The cost to call a Standard Number is 1 unit per minute and the cost to call a Mobile Number is 1.2 units per minute. Calls will be deducted from the prepaid balance units in 15 second increments, with a 30 second minimum.

### 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/wp-content/uploads/2021/10/Pivotel-AU-Inmarsat-BGAN-Prepaid-Plans-V1.2.pdf>

## 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>

### Cost of Standard IP Data

The cost of Standard IP data is 9.1 units per MB. The data usage is in 20KB increments with a minimum increment of 100KB per session.

### Plan Changes

The plan change is not allowed.

### Early Termination Charges

Early termination charges are not applicable. The Inmarsat GSPS Prepaid SIM will not expire. Only the eVoucher units will expire when the access period expires.

### 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).