Keeping you connected.

CRITICAL INFORMATION SUMMARY
INMARSAT BGAN STANDARD+ PLAN

Plan		BGAN STANDARD+
Monthly Airtime Plan Charge		$110
Monthly Included Data		20MB
Cost of included Data (per MB)		$5.50
Excess Data Tier (by total MB used) (usage recorded in 100KB increments)	>20MB and ≤50MB	$115
	>50MB and ≤100MB	$400
	>100MB and ≤250MB	$680
	>250MB and ≤500MB	$1,132
	>500MB and ≤1,000MB	$1,698
	>1000MB and ≤2,500MB	$2,262
	>2,500MB and ≤5,000MB	$3,362
	>5,000MB and ≤10,000MB	$4,478
	>10,000MB and ≤30,00MB	$6,708
Minimum Contract Term		12 months
Minimum total cost over minimum contract term		$1,320
Maximum Charges for Early Termination		$1,320 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service
Pivotel Inmarsat BGAN Standard+ plan uses 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/our-networks/inmarsat/). Within the coverage area, you can access data services including emails and browsing the Internet.

Contractual Term of the Service
Pivotel Inmarsat BGAN Standard+ plan is month-to-month plan with a 12-month minimum contract term.

Eligibility
Pivotel Inmarsat BGAN Standard+ plan is available to any user with an appropriate terminal operating on land within the Inmarsat Mobile Satellite Network coverage area.

Continuance of Service
The provision of the service will continue after conclusion of the minimum term of the contract unless you request, in writing, cancellation of the service.

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.

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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 Standard+ 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 Standard+ 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 Standard+ plan is $3.50.

Streaming IP

Pivotel Inmarsat BGAN Standard+ plan 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/plans/inmarsat-bgan

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/plans/inmarsat-bgan

Excess Data

Excess data is charged by tier based on excess data usage. The total charge is the monthly plan fee plus the charge defined for the excess usage tier reached. The cost of excess data by tier is listed in the table above.
E.g.
• If you use 15MB, you will be charged a total of $110 (monthly excess fee) plus any excess call charges
• If you use 190MB, you will be charged a total of $790 ($110 monthly access fee plus $680 (>100MB and ≤250MB tier excess data charge)) plus any excess call charges.

Plan Changes

A plan change is not allowed during the minimum contract term.

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.