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CRITICAL INFORMATION SUMMARY

INMARSAT FLEETBROADBAND LINK PLANS

FleetBroadband (FB)	FB LINK FB250 20GB 2021	FB LINK FB250 40GB 2021	FB LINK FB500 20GB 2021	FB LINK FB500 40GB 2021
Monthly Airtime Plan Charge	\$7,715	\$11,615	\$7,030	\$10,545
Maximum SIMs allowed	1	1	1	1
Monthly Included Data	20480MB	40960MB	20480MB	40960MB
Cost of included Data (per MB)	\$0.38	\$0.28	\$0.34	\$0.26
Excess Data (per MB) (billed in 100KB increments)	N/A	N/A	N/A	N/A
Minimum Contract Term	6 months	6 months	6 months	6 months
Minimum total cost over minimum contract term	\$46,290	\$69,690	\$42,180	\$63,270
Maximum Charges for Early Termination	\$46,290 plus excess usage charges	\$69,690 plus excess usage charges	\$42,180 plus excess usage charges	\$63,270 plus excess usage charges

Prices include GST.

Information About The Service

Description of the Service

Pivotel Inmarsat FLEETBROADBAND LINK plans use the Inmarsat geostationary earth orbit satellite network together with compatible Inmarsat FLEETBROADBAND 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 FLEETBROADBAND LINK plans are available to any user with an appropriate terminal operating on sea within the Inmarsat Mobile Satellite Network coverage area.

Mandatory Goods

You need a compatible FLEETBROADBAND terminal to use this service. Pivotel Inmarsat FLEETBROADBAND LINK FB250 plans can only be used on Inmarsat FB Class 9 terminal while Pivotel Inmarsat FLEETBROADBAND LINK FB500 plans can only be used on Inmarsat FB Class 8 terminal. You can bring your own Inmarsat FLEETBROADBAND terminal, or you can purchase one from us.

Speed Restriction

Pivotel Inmarsat FLEETBROADBAND LINK plans are an all you can eat plans with no excess data charges for usage above the monthly included data. Data speed restrictions will be applied at 90% of included data allowance to 128kbps, 95% of included data allowance to 64kbps, 98% of included data allowance to 32kbps and 100% of included data allowance to 20kbps.

Information About Pricing

Incoming Calls

You will be provided with 2 service numbers when you subscribe to a Pivotel Inmarsat FLEETBROADBAND 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 FLEETBROADBAND 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 all FLEETBROADBAND LINK plans is \$0.40.

Additional Calls to Standard National and Standard International Numbers

The cost of a Standard National or International call on all FLEETBROADBAND LINK plans is \$0.95 and the cost of a 2 minute call on all FLEETBROADBAND LINK plans is \$1.90.

Streaming IP Rates

Pivotel Inmarsat FLEETBROADBAND 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/fb-plans>



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Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat BGAN, Aero) can be found at <https://www.pivotel.com.au/fb-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.

Suspension

During the contract term you can suspend your plan however there is a \$450 per month fee applies. You can suspend only up to 90 days per 12 month period and any suspension period will not count towards the minimum 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.