

**BETTER CONNECTIONS, EVERYWHERE.**



## CRITICAL INFORMATION SUMMARY

### THURAYA IP CASUAL PLANS

Plan	IP Casual 5MB	IP Casual 10MB	IP Casual 20MB	IP Casual 50MB	IP Casual 150MB	IP Casual UL 144/15GB	IP Casual UL 444/30GB
Monthly Charge	\$50	\$85	\$150	\$350	\$825	\$5500	\$7,750
Monthly Included Data	5MB	10MB	20MB	50MB	150MB	15GB	30GB
Cost of included Data (per MB)	\$10.00	\$8.50	\$7.50	\$7.00	\$5.50	\$0.37	\$0.26
Excess Data (Per MB) (billed in 100kB increments)	\$10.00	\$8.50	\$7.50	\$7.00	\$5.50	N/A Data throttled to 32kbps after 15GB	N/A Data throttled to 64kbps after 30GB
Connection Fee	\$100	\$100	\$100	\$100	\$100	\$0	\$0
Minimum Contract Term	1 month						
Minimum total cost over 1 month	\$150	\$185	\$250	\$450	\$925	\$5,500	\$7,750
Maximum Charges for Early Termination	\$150 plus excess usage charges	\$185 plus excess usage charges	\$250 plus excess usage charges	\$450 plus excess usage charges	\$925 plus excess usage charges	\$5,500 plus excess usage charges	\$7,750 plus excess usage charges

Prices include GST.

### Information about the Service

#### Description of the Service

Pivotel Thuraya IP Casual plans use the Thuraya geostationary earth orbit satellite network together with compatible Thuraya IP terminals.

You can use the service to access data services including emails and browsing the Internet within the Thuraya Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/thuraya-coverage/>).

#### Satellite Data

Thuraya IP provides standard background IP services up to 444 kbps. Thuraya IP Casual UL 144/15GB plan is speed limited to 144 kbps.

#### Exclusions

Voice calls and SMS services are not available in Thuraya IP Casual plans.

Data services are not available outside of the Thuraya Mobile Satellite Network coverage area and at sea. Information about the Thuraya satellite network coverage can be found at <https://www.pivotel.com.au/thuraya-coverage/>

#### Eligibility

Pivotel Thuraya IP Casual plans are available to any user operating within Thuraya Mobile Satellite Network coverage area.

#### Mandatory Goods

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

### Information about Pricing

#### Plan Changes

You can upgrade your plan at any time at no charge. If you downgrade your plan, a fee of \$100 is applicable.

#### Late payment

A late payment charge of \$11 per month applies if you fail to pay on time.

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## 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 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 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](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).