

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### PIVOTEL THURAYA PLANS

Plan	Thuraya Casual	Thuraya 30	Thuraya 49	Thuraya 79
Monthly Airtime Plan Charge	\$16.50	\$30	\$49	\$79
Monthly Included Value (\$)	\$0	\$20	\$200	\$400
Minimum Contract Term	1 month plus \$35 activation fee	12 months No minimum contract term if you choose to pay a \$50 activation fee	6 months	6 months
Minimum Total Cost over Min Contract Term	\$51.50	\$360	\$294	\$474
Maximum Charges For Early Termination	\$51.50 plus excess usage charges	\$360 plus excess usage charges	\$294 plus excess usage charges	\$474 plus excess usage charges
<b>Satellite Mode</b>				
Satellite Outgoing Call Cost (billed in 60 secs increments)	\$0.99	\$0.99	\$0.99	\$0.99
Satellite SMS Cost to standard national mobile numbers	\$0.50	\$0.50	\$0.50	\$0.50
Satellite GMPRS Cost per MB (billed in 10kB increments)	\$5.00	\$5.00	\$5.00	\$5.00
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	\$1.98	\$1.98	\$1.98	\$1.98

Prices include GST.

### Information About The Service

#### Description of the Service

Pivotel Thuraya plans use the Thuraya geostationary earth orbit satellite network (GEO) together with a Thuraya handset.

You can use the service to make and receive domestic and international voice calls and to send and receive text messages (SMS) within the Thuraya Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/our-networks/thuraya/>). Within the coverage area, you can access data services including emails and browsing the Internet. Data charges apply.

#### Contractual Term of the Service

Pivotel Thuraya Casual plan is month-to-month plan with a 1-month minimum contract term.

Pivotel Thuraya 30 plan is month-to-month plan with a 12-month minimum contract term.

Pivotel Thuraya 49 and 79 plans are month-to-month plans with a 6-month minimum contract term.

#### Eligibility

Pivotel Thuraya plans are available to any user operating within Thuraya 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 Thuraya handset to use this service. You can bring your own Thuraya handset, or you can purchase one outright from us.

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### Information About Pricing

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#### Included Value

The included value can be used for satellite outgoing standard national calls, standard national mobile calls, standard SMS and data within the Thuraya Mobile Satellite Network coverage area. The included value is not applicable for premium calls, calls to special numbers, international direct dial (IDD) calls, premium SMS, cellular calls, SMS and data.

#### Incoming Calls

Incoming calls to your Thuraya service within the Thuraya Mobile Satellite Network coverage area are free of charge.

#### Calls to International Numbers

The cost to call international numbers can be found at <https://www.pivotel.com.au/plans/international-call-charges>

#### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, special numbers) can be found at <https://www.pivotel.com.au/plans-thuraya-satellite-phone-plans.html>

#### Plan Changes

Change of plan is not allowed during your contract term. However, you can change your plan after your contract term at a fee of \$25.

#### Service Suspension

Service suspension is available on the Thuraya Casual plan for \$7.50 per month with no limit to the suspension period in any 12-month period. Service suspension is also available on the Thuraya 30 and Thuraya 49 plans for \$10 per month for a maximum of 180 days in any 12 month period. Service suspension is only allowed up to 3 times in that 12-month period. Service that is suspended during a contracted period will have the contract end date extended by the period the service is suspended.

#### 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

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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>

#### 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).