



## CRITICAL INFORMATION SUMMARY

### GLOBALSTAR 35 PLAN (GLOBALSTAR NETWORK)

#### Information about the Service

The service provided is a Pivotel Satellite mobile satellite service which uses the Globalstar low earth orbit satellite network together with Globalstar customer equipment. Customers can use the service to make and receive domestic and international voice calls, to receive text messages (SMS), and to access data services including browsing the Internet.

Minimum Term:	No minimum term on payment of a \$50 connection fee.
Included Call Value:	Up to \$20.00 for Standard National calls and Standard National Mobile calls. The Included Call Value excludes Premium Calls, calls to Special Numbers, International Direct Dial (IDD) calls and Premium SMS.

#### Information about Pricing

Minimum Monthly Charge:	\$35.00 per month.
Early Termination Charge:	The maximum charge for early termination is \$85.00 plus any excess call charges.
Cost of a 2 Min Call:	\$1.98 before any discounts to Standard National numbers and Standard National Mobile numbers.
Cost of a Standard SMS:	Not applicable.
Cost of 1MB of Data:	Not applicable.
Number of Standard Calls:	If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 10 calls.
Non-Standard Call Prices:	The price for non-Standard Calls including international direct dial, Value Added Services, Special Calls, and Roaming can be varied by Pivotel Satellite at any time in its sole discretion.

#### Other Information

You can contact us by calling 1300 882 448, emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au), by sending a facsimile to 07 5630 3088, or you can write to us at Pivotel Satellite Pty Limited, Locked Bag 100, Southport QLD 4215.

Information about full terms and conditions, including detailed call pricing information can be found at [http://www.pivotel.com.au/globalstar\\_plans.html](http://www.pivotel.com.au/globalstar_plans.html). Copies of our Standard Form of Agreement can be downloaded from <http://www.pivotel.com.au/downloads.html>.



Information about the Pivotel Globalstar satellite network coverage in Australia can be found at [http://www.pivotel.com.au/gstar\\_au\\_coverage.html](http://www.pivotel.com.au/gstar_au_coverage.html). Customers should access the Call Times Tool at [http://www.pivotel.com.au/optimum\\_coverage.html](http://www.pivotel.com.au/optimum_coverage.html) for the optimum time to make and receive calls using the Globalstar network.

You can monitor your billed and unbilled usage using our secure online environment at [http://www.pivotel.com.au/self\\_care.html](http://www.pivotel.com.au/self_care.html). Full instructions on how to access and use the Pivotel Selfcare facility are listed at this web address. 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 allowance.

You can access our complaint handling procedures by calling us 1300 882 448, emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au), by sending a fax to 07 5630 3088, or you can write to us at Pivotel Satellite Pty Limited, Locked Bag 100, Southport QLD 4215. Our complaint handling procedures are located on our website at <http://www.pivotel.com.au/downloads.html>.

If 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 visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins Street West, VIC 8007.

**WARNING:** Satellite International Roaming is very expensive for all types of calls, messaging and data. If you are concerned about the cost of International Roaming, you should not use this service and enquire about a local service in the country in which you are travelling. International Roaming call charges normally take much longer to appear in your account. You should carefully monitor your usage to avoid high bills.

**WARNING:** Premium Services by their nature are expensive. You should carefully read the terms and conditions of any Premium Services you use, in particular the terms and conditions of any subscription based Premium SMS Services. You can stop specific Premium SMS Services at any time by contacting Pivotel Satellite customer care.

This Critical Information Summary has been prepared by Pivotel Satellite Pty Limited in accordance with the requirements of Chapter 4 of C628:2012 *Telecommunications Consumer Protection Code*.