

# Pivotel IsatPhone Call Plans



Rates apply to Inmarsat IsatPhone only.

**Important:** IsatPhone 2 must have firmware version 1.8.1 or higher and IsatPhone Pro must have firmware 5.11.0 or higher to work with a Pivotel SIM. For instructions on how to update your firmware go to <http://www.inmarsat.com/support/> or call Pivotel Customer Care on 1300 882 448.

Pivotel Satellite Plan	Monthly access fee	Monthly included value	Outgoing satellite calls per 30 seconds	Flagfall	Unit Pricing Data		
					Cost of a 2 min call before any discounts to standard numbers & standard national mobile numbers	Cost of a Standard SMS before any discounts to standard national mobile numbers	Number of Standard Calls If you restricted your use solely to standard national mobile calls each of 2 minutes in duration you could make:
<b>Isat 40</b> <small>Min. cost over 24 months is \$960.</small>	\$40	\$0	\$0.75 per 30 seconds	40c	\$3.40	50c	0 calls
<b>Isat 60</b> <small>Min. cost over 24 months is \$1440.</small>	\$60	\$30	\$0.60 per 30 seconds	40c	\$2.80	50c	10 calls
<b>Isat 80</b> <small>Min. cost over 24 months is \$1920.</small>	\$80	\$55	\$0.60 per 30 seconds	40c	\$2.80	50c	19 calls
<b>Isat 99</b> <small>Min. cost over 24 months is \$2376.</small>	\$99	\$79	\$0.40 per 30 seconds	40c	\$2.00	50c	39 calls

Note: No minimum term if you choose to pay a \$50 connection fee. Minimum cost will be one month's access fee + \$50 connection fee.

## Value Added Services

Special calls & Value added Services	
Pivotel Customer Care (1300 882 448)	FREE
Calls to 1800 numbers	Charged at applicable satellite rates
Calls to 13/1300 numbers	Charged at applicable satellite rates
Calls to 0406 32TEST (0406 32 8378)	FREE
<b>Voicemail</b> - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at applicable satellite rates FREE
Call Forwarding (within Australia)	Charged at applicable satellite rates
Emergency Calls 000/112	Free



## Miscellaneous Charges

General charges	
Change of mobile number	\$33
Bill reprint charge	\$6 per bill
Late payment fee	\$15 per month
International calls & roaming	Call Customer Care on 1300 882 448

Pivotel IsatPhone plans use the Inmarsat Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. All calls are charged in 30 second increments unless otherwise stated. Prices include GST and are subject to change. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included. Included call value excludes premium calls, calls to special numbers, IDD (international direct dial) calls and premium text. 24 month minimum term applies to the Pivotel Isat 40, Isat 60, Isat 80 and Isat 99 plans. Visit [www.pivotel.com.au/coverage](http://www.pivotel.com.au/coverage) for a coverage map. An Inmarsat device is required to access the Pivotel Inmarsat service (see handset pricing). Pivotel may apply call barring where fraudulent use is suspected or for credit control purposes. You will receive a bill by email from Pivotel listing any payments you have made during the billing period, and a summary of your service usage to enable you to keep track of your overall service usage and monthly spend. Itemised billed and unbilled service usage is available in the secure Selfcare website at [www.pivotel.com.au/selfcare](http://www.pivotel.com.au/selfcare). An itemised bill listing all of your service usage events is available on request. You may elect to receive a paper bill by post for an additional fee. Pivotel plans are available to credit approved customers only. Minimum cost over 24 months is \$960 on Isat 40, \$1,440 on Isat60, \$1,920 on Isat 80, and \$2,376 on Isat 99. You may receive a pro-rata access fee charge on your first Pivotel bill, calculated from the actual date of service connection to the date of your first bill. You may choose to waive the minimum term by paying a \$50 contract waiver fee at the time the service is connected.

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