



Pivotel Satellite Pty Limited

ABN 81 099 917 398

**STANDARD AGREEMENT
FOR THE SUPPLY OF
INTEGRATED SATELLITE
AND CELLULAR MOBILE SERVICES**

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Customer Enquiries call **1300 882 448** or visit the web site at

www.pivotel.com.au

National Relay Number

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Translating & Interpreting Service (TIS)

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PART A – SERVICE DESCRIPTION

1. GENERAL INFORMATION

(a) The Service

The Service provided by Pivotal Satellite includes:

- (i) single mode Globalstar/CDMA voice and data services (the '**Globalstar/CDMA Service**');
- (ii) dual mode Globalstar/GSM voice and data services (the '**Globalstar/GSM Service**');
- (iii) single mode Globalstar voice and data services (the '**Globalstar Service**');
- (iv) single mode Globalstar simplex messaging service (the '**Globalstar Simplex Service**');
- (v) single mode Iridium voice and data services (the '**Iridium Service**');
- (vi) 3G/GSM voice and data services on the Vodafone Network (the '**Swift Service**');
- (vii) 2G/GSM voice and data services on the Telstra Network (the '**Classic Service**'); and
- (viii) Internet based tracking and telemetry services (the '**TracerTrak Service**').

Pivotal Satellite operates the Globalstar Network and promotes and sells the Globalstar Service and the Globalstar Simplex Service.

The Globalstar/CDMA Service incorporates the Globalstar Service. The Customer acquires the Globalstar Service from Pivotal Satellite.

The Globalstar/GSM Service incorporates both the Globalstar Service and the Swift Service. The Customer acquires both the Globalstar Service and the Swift Service from Pivotal Satellite. Pivotal Satellite provides the Swift Service using the Vodafone Network.

The Customer acquires the Iridium Service from Pivotal Satellite. Pivotal Satellite provides the Iridium Service using the Iridium Network. The Iridium Service is a SIM based service. When the SIM is inserted into a GSM Compatible Handset, the Iridium Service incorporates the Swift Service. Pivotal Satellite provides the Swift Service using the Vodafone Network, which is capable of supporting both 2G/GSM Services and 3G Services.

The Classic Service is a standalone 2G/GSM Service which the Customer acquires from Pivotal Satellite. Pivotal Satellite provides the Classic Service using the Telstra Network.

Pivotal Satellite is authorised to provide the Service to Customers in Australia.

The Globalstar Service provides the Customer with access to the Globalstar Network within the coverage area of the Globalstar Network in Australia, and if using the Globalstar/GSM service to the Swift Service available on the Vodafone Network in Australia within the coverage area of the Vodafone Network.

The Globalstar Simplex Service provides the Customer with access to the Globalstar Network within the Simplex coverage area of the Globalstar Network in Australia.

The Iridium Service provides the Customer with access to the Iridium Network within the coverage area of the Iridium Network in Australia, and if the SIM is placed into a GSM Compatible Handset the Swift Service available on the Vodafone Network in Australia within the coverage area of the Vodafone Network.

The Swift Service provides the customer with access to the Vodafone Network in Australia within the coverage area of the Vodafone Network in Australia.

The Classic Service provides the Customer with access to the Telstra Network within the coverage area of the Telstra Network in Australia.

The TracerTrak Service is an Internet based tracking and telemetry service. The TracerTrak service incorporates the Globalstar Simplex Service, the Iridium Service, the Swift Service, and the Classic Service. The TracerTrak Service is accessed on the Internet using login details which include username, password and account details. Customers are responsible for maintaining the security of their login details to prevent unauthorised access or use of their TracerTrak account.

(b) Globalstar Handsets

The Globalstar/CDMA Service requires a Satellite Mode Handset and the Globalstar/GSM Service requires a Dual Mode Handset capable of operating in Satellite and Cellular Mode. The Globalstar Service can be provided on either a Dual Mode Handset or a Single Mode Handset that is capable of operating in Globalstar Mode. Cellular Mode is GSM Mode for the Globalstar/GSM Service. The Customer cannot discontinue one part of the Service and continue with another part of the Service.

If the Dual Mode Handset connects to:

- (i) the Globalstar Network in Globalstar Mode the Customer will acquire the Globalstar Service for the Globalstar Charges; or
- (ii) the Vodafone Network in Cellular Mode the Customer will acquire the Swift Service for the Cellular Charges.

When the Single Mode Handset connects to the Globalstar Network in Globalstar Mode the Customer will acquire the Globalstar Service for the Globalstar Charges.

When using the Globalstar/GSM Service, the Customer may use a separate GSM Compatible Handset to acquire the Swift Service for the Cellular Charges.

The Customer will receive one invoice for all calls using the Service.

(c) Iridium Handsets

The Iridium Service is provided using a Single Mode Handset that is capable of operating in Iridium Mode. When the Single Mode Handset connects to the Iridium Network in Iridium Mode the Customer will acquire the Iridium Service for the Iridium Charges.

The Customer may use a separate GSM handset to acquire the Swift Service for the Cellular Charges.

The Customer cannot discontinue one part of the Service and continue with another part of the Service.

The Customer will receive one invoice for all calls using the Service.

(d) GSM Compatible Handsets

For SIM based services including the Globalstar/GSM Service and the Iridium Service, the Customer can access the Swift Service by placing the SIM in a GSM Compatible Handset. When the GSM Compatible Handset connects to the Vodafone Network in Cellular Mode the Customer will acquire the Swift Service for the Cellular Charges.

The Classic Service can only be provided on GSM Compatible Handsets. When the GSM Compatible Handset connects to the Telstra Network in Cellular Mode the Customer will acquire the Classic Service for the Cellular Charges.

The Customer will receive one invoice for all calls using the Service.

(e) Globalstar Simplex Devices

A specialised Globalstar Simplex Device is required to access the Globalstar Simplex Service. Globalstar Simplex Devices can be either Dual Mode Simplex Devices supporting the Globalstar Simplex Service and capable of operating in GSM Mode, or a Single Mode Simplex Device capable of supporting the Globalstar Simplex Service only.

If the Dual Mode Simplex Device connects to:

- (i) the Globalstar Network in Simplex Mode the Customer will acquire the Globalstar Simplex Service for the Simplex Charges; or
- (ii) the Vodafone Network in Cellular Mode the Customer will acquire the Swift Service for the Cellular Charges; or
- (iii) the Telstra Network in Cellular Mode the Customer will acquire the Classic Service for the Cellular Charges.

When the Single Mode Simplex Device connects to the Globalstar Network in Simplex Mode the Customer will acquire the Globalstar Simplex Service for the Simplex Charges.

The Customer cannot discontinue on part of the Service and continue with another part of the Service.

The Customer will receive one invoice for all calls using the Service.

2. THE GLOBALSTAR SERVICE

(a) General information on the Globalstar Service

With a Single Mode Handset, the customer may use the Single Mode Handset to access Globalstar Mode and a separate GSM handset to access Cellular Mode.

For the Dual Mode Handset the Customer may manually select either Globalstar Mode or Cellular Mode.

Where the Customer selects Cellular Mode, and if the Dual Mode Handset is out of the coverage area of the Cellular Network prior to the commencement of a call, or is otherwise unable to detect a signal to the Cellular Network, it may automatically seek to establish a connection with the Globalstar Network and to operate in Globalstar Mode.

When in Globalstar Mode, the Dual Mode Handset communicates directly with up to three satellites in the Globalstar Network, and those satellites establish a connection with a suitable Gateway to allow the relevant call to be terminated on a terrestrial telecommunications network.

The Globalstar Service may be used to make or receive calls in mainland Australia, and Tasmania and up to 500 nautical miles out to sea, to and from:

- (i) telephones connected to the Globalstar Network;
- (ii) telephones connected to Australian telecommunications networks including domestic mobile networks to which Pivotel Satellite is able to terminate calls; and
- (iii) international public telephone numbers.

The Globalstar Service is not available from Australia's external territories, which include Heard Island, McDonald Island, Christmas Islands, Cocos Islands, Cartier Islands and Antarctica. The Globalstar Service may be available as a roaming service internationally. Access to the Globalstar Service outside of Australia is subject to Globalstar coverage being available, and Pivotel Satellite's roaming agreements. Please check with Pivotel Satellite Customer Care on 1300 882 448 for more details about the availability of the Globalstar Service outside Australia.

The Globalstar Service is subject to interconnection arrangements between Pivotel Satellite and the relevant operator of the network with which the called number is associated.

Three radio astronomy exclusion zones apply in a 20km radii band around these radio telescope sites – near Narrabri, near Coonabarabran, and near Parkes in NSW. The exclusion zones will mean that Customers will not be able to make and receive calls in Globalstar Mode in these areas.

(b) Roll-out of the Globalstar Service

The Globalstar Service is conducted through three Gateways in Dubbo (NSW), Mt Isa (Qld) and Meekatharra (WA). The Globalstar Service commenced commercial operation from the Dubbo Gateway on 30th March 2000 and through the Meekatharra Gateway and the Mt Isa Gateway in May 2000.

(c) Customer acknowledgements on the Globalstar Service

The Customer acknowledges that:

- (i) when in Globalstar Mode the Customer will be charged the Globalstar Charges, which are generally higher than the Cellular Charges for equivalent calls (voice/fax/data) using either the CDMA Service or the Swift Service;
- (ii) the Customer may also pay the Globalstar Charges to receive calls in Globalstar Mode on some Call Plans;
- (iii) when a call is originated in Globalstar Mode it will continue in that mode even if the Customer enters into the Cellular Service area during the call;
- (iv) when a call is originated in Cellular Mode and the Customer leaves the Cellular Service Area the call will drop out, also notifying the Customer of the change in Call Rate from Cellular to Satellite. The Customer has the choice to make the call in Globalstar Mode and pay the Globalstar Charges;
- (v) to make or receive calls in Globalstar Mode the Dual Mode Handset must have its antenna up and have clear line of sight to a satellite in the Globalstar Network and not be subject to interference including from buildings or other objects which may block or interfere with connection between the Dual Mode Handset and the satellite. The antenna must not be covered whilst making the call; and
- (vi) the availability of Value Added Services varies between Globalstar Mode and Cellular Mode, please check with Pivotal Satellite Customer Care on 1300 882 448 for details.

3. THE IRIDIUM SERVICE

(b) General information on the Iridium Service

The customer must use the Single Mode Handset to access Iridium Mode, and may insert the SIM into a separate GSM Compatible Handset to access the Swift Service.

When in Iridium Mode, the Single Mode Handset communicates directly with satellites in the Iridium Network, and those satellites establish a connection with a suitable Gateway to allow the relevant call to be terminated on a terrestrial telecommunications network.

The Iridium Service may be used to make or receive calls in mainland Australia, Tasmania, and Australia's external territories, which include Heard Island, McDonald Island, Christmas Islands, Cocos Islands, Cartier Islands and Antarctica. The Iridium Service is a global service providing global coverage, to and from:

- (i) telephones connected to the Iridium Network;
- (ii) telephones connected to Australian telecommunications networks including domestic mobile networks to which Pivotal Satellite is able to terminate calls; and
- (iii) international public telephone numbers.

The Iridium Service is subject to interconnection arrangements between Pivotal Satellite and the relevant operator of the network with which the called number is associated.

Three radio astronomy exclusion zones apply in a 20km radii band around these radio telescope sites – near Narrabri, near Coonabarabran, and near Parkes in NSW. The exclusion zones will mean that Customers will not be able to make and receive calls in Iridium Mode in these areas.

(c) Roll-out of the Iridium Service

The Iridium Service commenced commercial operation in February 2008.

(d) Customer acknowledgements on the Iridium Service

The Customer acknowledges that:

- (i) when in Iridium Mode the Customer will be charged the Iridium Charges, which are generally higher than the Cellular Charges for equivalent calls (voice/fax/data) using the Swift Service;

- (ii) to make or receive calls in Iridium Mode the Single Mode Handset must have its antenna up and have clear line of sight to a satellite in the Iridium Network and not be subject to interference including from buildings or other objects which may block or interfere with connection between the Single Mode Handset and the satellite. The antenna must not be covered whilst making the call; and
- (iii) the availability of Value Added Services varies between Iridium Mode and Cellular Mode, please check with Pivotal Satellite Customer Care on 1300 882 448 for details.

4. THE CELLULAR SERVICE

(a) General information on the Cellular Service

The Cellular Service provides Customers with access to a public mobile telecommunication service using the Telstra Network for the Classic Service, and the Vodafone Network for the Swift Service, and is used to make and receive voice calls to and from:

- a) telephones connected to the Service;
- b) telephones connected to other Australian telecommunications networks including domestic mobile networks to which the relevant Network is able to terminate calls; and
- c) international public telephone numbers.

The Cellular Service is subject to interconnection arrangements between Pivotal Satellite, and Telstra for the Classic Service, or Pivotal Satellite and Vodafone for the Swift Service and the relevant operator of the network with which the called number is associated.

(b) Roll-out of the Cellular Service

The CDMA Service previously used the Telstra CDMA Network and commenced commercial operation nationally on 21st May 2004. The CDMA Service is no longer available as Telstra closed the CDMA network on 29th April 2008.

The Classic Service uses the Telstra Network and commenced commercial operation nationally on 21st December 2007.

The Swift Service uses the Vodafone Network and commenced commercial operation nationally on 30th March 2000.

5. THE GLOBALSTAR SIMPLEX SERVICE

(a) General information on the Globalstar Simplex Service

The Globalstar Simplex Service provides Customers with access to the Globalstar Simplex Network for one way messages sent from Globalstar Simplex Devices. Messages from the Globalstar Simplex Service can be accessed by email, SMS, or by using the Internet.

In order to transmit messages, the Globalstar Simplex Device must be placed in a location with the indicated surface pointing upwards towards the sky. The Globalstar Simplex Device must at all times have a clear view of the majority of the sky.

The Globalstar Simplex Service may be accessed from mainland Australia and Tasmania, and up to 500 nautical miles out to sea. The Globalstar Simplex Service is also available from any international locations where Globalstar Simplex coverage is provided.

When the Globalstar Simplex Device connects to the Globalstar Simplex Network, the Customer will acquire the Globalstar Simplex Service for the Globalstar Simplex Charges.

(b) Roll-out of the Globalstar Simplex Service

The Globalstar Simplex Service is conducted through two Gateways in Dubbo (NSW), and Meekatharra (WA). It commenced commercial operation nationally in June 2007.

6. THE TRACERTRAK SERVICE

(a) General information on the TracerTrak Service

The TracerTrak Service provides Customers with access to an Internet based tracking and telemetry application.

The TracerTrak Service incorporates the Globalstar Simplex Service, the Iridium Service, the Swift Service, and the Classic Service. The TracerTrak Service is accessed on the Internet using login details which include username, password and account details. Customers are responsible for maintaining the security of their login details to prevent unauthorised access or use of their TracerTrak account.

When the Customer connects devices to the TracerTrak tracking or telemetry application, the Customer will acquire the TracerTrak Service for the TracerTrak Charges.

(b) Roll-out of the TracerTrak Service

The TracerTrak Service commenced commercial operation nationally in October 2007.

(c) SPOT Service with TracerTrak

The satellite personal messaging device known as SPOT is now available for use with TracerTrak. This device uses the Globalstar Simplex Service in conjunction with backend functionality provided by SPOT Inc. a United States of America subsidiary of Globalstar Inc.

SPOT can be enabled with a tracking capability on Trak SPOT Tracking plans, and without a tracking capability on Trak SPOT Basic plans.

When enabled, TracerTrak in conjunction with SPOT Inc., can also support emergency response from the GEOS IERCC (GEOS International Emergency Response Call Centre). More information is about GEOS is available from www.geosalliance.com.

GEOS coordinates emergency response with various local emergency response agencies including with the Australian Maritime Safety Authority (AMSA), and with police services in the various Australian jurisdictions.

7. VALUE ADDED SERVICES AND SPECIAL SERVICES

The following Value-Added Services are available with the Service.

(a) Operator Services:

- calls to emergency services: by dialling the Australian emergency call number triple zero (000) within Australia or the international emergency number 112, the Customer will be connected straight through to emergency services - emergency calls made from outside Australia may require different numbers, please check with Pivotal Satellite Customer Care on 1300 882 448;
- network problem reporting: to report any difficulties or faults with the Service dial Pivotal Satellite Customer Care on 1300 882 448 from within Australia (free call when using the Service) and +61 7 5630 3009 (charged call when using the Service) for calls made from outside Australia.

(b) Value Added Services and Special Services

Once Connected to the Service, the Customer may have access to Pivotal Satellite's Value Added Services and Special Services, which are divided into calls to certain numbers.

(i) Call Options

Customers who have Pivotal Satellite's approval may call:

- 008 and 18XX numbers;
- maritime, remote and satellite services;
- 19XX numbers (not available for the CDMA Service);
- 15XX numbers (not available for the CDMA Service or the Classic Service and otherwise excluding 1500, 1505, 1512, 1513, 1540, 1571 and 1575); and
- international numbers.

Satellite data communications are available for calls on the Service from Customers with appropriate equipment. Customers with appropriate equipment can also receive calls using Pivotal Satellite's fax and data service when in Globalstar Mode or Cellular Mode. Please contact Pivotal Satellite Customer Care on 1300 882 448 for more details about the data equipment required.

(ii) Pivotal Satellite's Value Added Services

Pivotal Satellite's Value Added Services are a suite of answering and message services, available with the Services. The availability of Value Added Services varies between Globalstar Mode, Iridium Mode and Cellular Mode, and is different between the CDMA Service and Classic Service, and the Swift Service, please check with Pivotal Satellite Customer Care on 1300 882 448 for details Pivotal Satellite's Value Added Services include:

- Voicemail: is available in Globalstar Mode, Iridium Mode and Cellular Mode.
- Calling Line Identity: this default service allows Customers with certain mobile phones to identify an incoming caller before they answer the call. To de-activate the service dial Pivotal Satellite Customer Care on 1300 882 448. To de-activate on a call-by-call basis dial 1831 before the called number (not supported in Globalstar Mode for customers using the Globalstar/CDMA Service);
- Call Barring: this service is a security option which allows incoming and/or outgoing calls to be barred. For assistance with this service, call Pivotal Satellite Customer Care on 1300 882 448;

- Call Forwarding: this service allows Customers to forward calls to their mobile number to another domestic Australian telephone number;

Please note that Pivotel Satellite is not obliged to, and does not maintain a record of a Customer's voicemails once they have been deleted.

These services can be used as required without incurring a monthly subscription fee. Customers only pay for the services actually used. Rates for using voicemail services are indicated in the relevant Call Plan.

(c) Vodafone Branded Services

Vodafone Branded Services are available to Customers using the Globalstar Service, the Iridium Service, or the Swift Service for a limited time (not available for the CDMA Service), and may be withdrawn at any time by Pivotel Satellite. Vodafone Branded Services include:

- 1-2-3 Directory Assistance: by dialling 1-2-3 from a mobile phone in Globalstar Mode, Iridium Mode or in conjunction with the Swift Service, or by dialling 0414 123 123 from any other phone, a Vodafone assistant will provide help and assistance at any time.
- 1-2-3 Directory Assistance with THRUconnect: by dialling 123 for directory assistance with THRUconnect, the operator will look up the number and offer to connect the call straight through. No redialling is necessary. For overseas directory assistance, dial 1225. THRUconnect is not available for international numbers or calls made outside the Globalstar Network.
- 1-2-3 Information Services: provides up to date information regarding sport, entertainment, accommodation in most areas.

(d) Sensis Branded Services

Sensis Branded Services are available to Customers using the Classic Service only, for a limited time, and may be withdrawn at any time by Pivotel Satellite. Sensis Branded Services include:

- Sensis 1234: by dialling 1234 from a mobile phone with the Classic Service, a Sensis assistant will provide help and assistance at any time.
- Sensis 12356 Directory Assistance with Call Connect: by dialling 12356 for Directory Assistance with Call Connect, the Sensis operator will look up the number and offer to connect the call straight through. No redialling is necessary. For overseas directory assistance, dial 1225. Call Connect is not available for international numbers.

(e) Customer Service

For any enquiries regarding the Service, Customers can call Pivotel Satellite Customer Care on 1300 882 448 from any fixed or mobile phone (free call when using the Service). Pivotel Satellite Customer Care representatives are available between the hours of 8:00 am to 7:00 pm AEST Monday to Friday, and 8:00 am to 4:30 pm AEST on Saturday for general service and billing enquiries.

(f) Coverage

There are certain restrictions on Service coverage in addition to the restrictions set out in Part A. On request, Pivotel Satellite will provide Customers with information about the coverage of the Service throughout Australia, including the Globalstar Service, the Globalstar Simplex Service, the Iridium Service, and the relevant Cellular Service Area coverage maps. Coverage maps may be provided on Connection.

Within certain coverage areas, some local conditions could prevent or interfere with mobile phone reception. Such conditions may include basement carparks, lifts, buildings, vegetation, mountains and road cuttings. There may also be interferences to the Service in buildings or other objects which block the signal to the satellite, or due to maintenance or downtime on satellites.

(g) Getting Started with Pivotel Satellite

Connection to the Globalstar/CDMA Service requires the activation of the Satellite Mode Handset to the Globalstar Network. A Customer's contract with Pivotel Satellite commences on the activation of the Satellite Mode Handset. Full details on activating the Satellite Mode Handset are provided at the point of purchase.

Connection to the Globalstar/GSM Service requires the activation of a SIM, which when inserted into a Globalstar compatible Dual Mode Handset activates the handset to the Globalstar Network and the Vodafone Network. A Customer's contract with Pivotel Satellite commences on the activation of the SIM. Full details on activating the SIM are provided at the point of purchase. The SIM remains Pivotel Satellite's property and must be returned on request.

Connection to the Iridium Service requires the activation of a SIM, which when inserted into an Iridium Single Mode Handset activates the handset to the Iridium Network and the Vodafone Network. A Customer's contract with Pivotel Satellite commences on the activation of the SIM. Full details on activating the SIM are provided at the point of purchase. The SIM remains Pivotel Satellite's property and must be returned on request.

Once Connected to the Globalstar Service, the Iridium Service or a Cellular Service, Customers are offered:

- the use of a mobile phone number;

- fault rectification during Pivotal Satellite's business hours;
- Customer Care service between the hours of 8:00 am to 7:00 pm AEST Monday to Friday, and 8:00 am to 4:30 pm AEST on Saturday;
- access within Australia to the Globalstar Network for the Globalstar/CDMA Service or access within Australia to the Globalstar Network and the Vodafone Network for the Globalstar/GSM Service; or the Iridium Network and the Vodafone Network for the Iridium Service; or the Telstra Network for the Classic Service; or the Vodafone Network for the Swift Service;
- access to Pivotal Satellite's Value Added Services (where available); and
- for a limited time, access to certain Vodafone Branded Services until withdrawn or for the Classic Service, access to Sensis Branded Services until withdrawn.

Connection to the Globalstar Simplex Service requires the activation of the Simplex Device to the Globalstar Network. A Customer's contract with Pivotal Satellite commences on the activation of the Globalstar Simplex Device. Full details on activating the Globalstar Simplex Device are provided at the point of purchase.

Once Connected to the Globalstar Simplex Service, Customers are offered:

- access to Globalstar Simplex messages;
- fault rectification during Pivotal Satellite's business hours;
- Customer Care service between the hours of 8:00 am to 7:00 pm AEST Monday to Friday, and 8:00 am to 4:30 pm AEST on Saturday;

Connection to the TracerTrak Service requires the activation of a TracerTrak account and the activation of suitable tracking or telemetry devices. A Customer's contract with Pivotal Satellite commences on the activation of the TracerTrak account. Full details on activating the TracerTrak account are provided at the point of purchase.

Once Connected to the TracerTrak Service, Customers are offered:

- access to Internet based TracerTrak tracking and telemetry services;
- fault rectification during Pivotal Satellite's business hours;
- Customer Care service between the hours of 8:00 am to 7:00 pm AEST Monday to Friday, and 8:00 am to 4:30 pm AEST on Saturday;

8. CALL TYPES AND CHARGES

There are a number of different call types, Call Plans and Value-Added Services available with the Service. Customers should select the most suitable Call Plan for their needs.

(a) Categories of Charges

There are 5 general categories of charges for the Service:

- Connection / Reconnection charges;
- monthly access charges;
- call charges;
- Value Added Services and Special Services; and
- other charges.

All charges are subject to change. All prices are quoted including GST. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included.

In some circumstances business and other organisations may be entitled to claim an input credit tax on GST paid. Please refer to your financial adviser for details.

• Connection / Reconnection Charges

When Connecting or Reconnecting to the Service, Customers may be required to pay a Connection fee. From time to time, Pivotel Satellite may have offers which reduce or remove the Connection / Reconnection fee. Customers should consult the Call Plans to determine whether a Connection fee is payable.

• Monthly Access Charges (Satellite Service and Cellular Service)

A monthly access fee is for the costs associated with accessing the Service, including maintenance of the Networks and the access to the Value Added Services and Special Services.

With some Call Plans, the monthly access fee has a component of pre-paid calls for the Service, which a Customer can use without incurring additional expenditure. These are referred to in Call Plans as "Included Calls". For example, if a Call Plan has \$10.00 worth of pre-paid calls included, the first \$10.00 of calls using the Service for the month are billed at no additional expense over and above the access charge.

No unused part of packaged airtime can be carried over to the following month of a Customer's agreement. Customers should consult the various Call Plans for full details of access fees and pre-paid calls included.

For the period from a Customer Connection until they commence their first full billing cycle, Included Calls are calculated and access fees will be billed on a pro rata basis. Access fees are payable for each full monthly billing cycle in advance. Call charges are billed at the end of each billing cycle in arrears.

- **Call Charges**

Customers will only be charged for successful calls. For example, there is no charge for calls to an engaged number. Calls are charged from the time the call is answered at the number requested. Pivotel Satellite may waive any charge in its absolute discretion. Charges for calls are the responsibility of the Customer who is contractually responsible to Pivotel Satellite for the Service, irrespective of whether those calls were made by the Customer or another person.

All Call Rates and charges are subject to rounding from three decimal points to two decimals points.

For most Call Plans, calls are charged per thirty (30) second increments (or part thereof).

International and special calls are charged per thirty (30) second increments (or part thereof) unless otherwise indicated.

Flagfall occurs on most calls.

For some Call Plans the receiver pays for all incoming Globalstar calls at applicable Globalstar rates.

- **Calls to Value Added Services and Special Services**

Calls made to Value Added Services and Special Services using Globalstar Mode, or Iridium Mode or Cellular Mode are charged as per the Globalstar, Iridium or Cellular rates advertised in the relevant Call Plan.

- **Other Charges**

In certain circumstances, Pivotal Satellite will charge Customers additional charges. These charges are subject to change.

Additional charges include:

- unbarring fees (fees vary according to Pivotal Satellite's rules): where the Service has been barred previously (whether at the request of a Customer or by Pivotal Satellite) and a Customer requests that it be unbarred. Ask Pivotal Satellite Customer Care on 1300 882 448 for details;
- bill reprint fee (\$6.00 per reprint): where a Customer requests that another copy of the bill is printed;
- late payment fee (\$15.00 per month): where a Customer does not pay their monthly bill by the due date Pivotal Satellite may charge a late payment fee to recover the administrative costs of pursuing payment;
- dishonoured cheque fee (\$15.00 per payment): where a Customer's payment to be collected by Pivotal Satellite has been rejected by their financial institution, Pivotal Satellite may charge a fee to recover the administrative costs of pursuing payment;
- replacement SIM fee (\$33.00 per SIM): where a Customer requests the replacement of their SIM for the Globalstar/GSM Service, Iridium Service, or Cellular Service;
- replacement SM fee (\$33.00 per SM): where a Customer requests the replacement of their security module (SM) card for the Globalstar/CDMA Service. A minimum additional charge of \$88.00 will also apply as the handset must be returned to Pivotal Satellite's Service Centre for reprogramming with the new SM;
- change mobile number fee (\$33.00 per change): where a Customer requests a change to their mobile number;
- transfer of ownership (\$100.00 per transfer): where a Customer requests that the ownership of the Service is transferred to another party;
- Call Plan transfer fee (fees vary according to Pivotal Satellite's rules): Call Plan transfer for Customers within the agreed minimum Contract Term. Ask Pivotal Satellite Customer Care on 1300 882 448 for details;
- Call Plan switch fee (\$25.00 per switch): Call Plan transfer for Customers outside the agreed minimum Contract Term;
- suspension fee (\$11.00 per month): where a Customer requests that their Service is suspended for a period of not greater than three (3) months (note: the remaining

Contract Term will be extended by the period during which the Service is suspended);

- early termination fee (calculated as the sum of the remaining unpaid access fees for the agreed minimum Contract Term): this fee is incurred where a Customer is Disconnected prior to the expiry of the agreed minimum Contract Term;
- Reconnection fee (\$25.00 per Service): where a customer requests that their Service is Reconnected within two (2) weeks of Disconnection, and Pivotel Satellite in its sole discretion consents to the Reconnection of the Service;
- handset and equipment repair services (fees vary according to Pivotel Satellite's rules - minimum charge \$88.00): where a customer returns a Dual Mode Handset or other equipment to Pivotel Satellite's Service Centre for repair or maintenance activity. Pivotel Satellite provides a three (3) month warranty on handsets which have been repaired by Pivotel Satellite; and
- CDMA handset reprogramming service (\$660.00 per service): where a Customer purchases a Dual Mode Handset for use with the Globalstar/CDMA Service which was not originally imported and programmed by Pivotel Satellite, and the Dual Mode Handset must be sent to Pivotel Satellite's Service Centre for reprogramming. Pivotel Satellite provides a three (3) month warranty on handsets which have been reprogrammed and inspected by Pivotel Satellite.

Pivotel Satellite reserves the right to require any Customer to pay a security deposit before being Connected to access some Special Services which may be used against any outstanding fees and charges for the Service should the Customer fail to pay any due amounts.

(b) Charging Periods

The same flat rate applies at all times.

(c) Call Plans

Call Plans offered by Pivotel Satellite in connection with the supply of the Service generally consist of:

- a connection charge;
- monthly access charge; and
- call charges.

Full details of the terms and conditions for each Call Plan are set out in Part B. Charges are inclusive of GST (where applicable) and are subject to change.

(d) International Roaming

In Globalstar Mode and Iridium (selected countries are available for roaming – refer to Pivotel Satellite Customer Care on 1300 882 448 for details). International roaming is available for the Cellular Service (not supported in CDMA Mode).

Customers granted access to the Pivotel Satellite international roaming while overseas are charged at the rate levied by the overseas carrier plus a Pivotel Satellite charge. All incoming calls while roaming will also incur these roaming charges. To activate global roaming and for information on Call Rates please contact Pivotel Satellite Customer Care at least 3 days prior to departure on 1300 882 448. A security deposit may be required. International Roaming charges are GST-free.

(e) GST

- (a) The consideration payable for any Taxable Supply of any goods, services or other things under this agreement is inclusive of any GST.
- (b) The GST will be charged at the GST Rate.
- (c) If at any time after 1 July 2000, the GST Rate is amended, then the consideration payable for any Taxable Supply of any goods, services or other things under this agreement will be adjusted to give effect to that variation from the date of the variation's imposition.

PART B – PIVOTEL SATELLITE CALL PLANS

Voice and Data Plans

(i)	Gstar 30	(No new Connections to this Call Plan)
(ii)	Gstar 50	(No new Connections to this Call Plan)
(iii)	Gstar 80	(No new Connections to this Call Plan)
(iv)	Gstar 125	(No new Connections to this Call Plan)
(v)	Gstar 190	(No new Connections to this Call Plan)
(vi)	Gstar 25 *	(No new Connections to this Call Plan)
(vii)	Gstar 33	(No new Connections to this Call Plan)
(viii)	Gstar 88	(No new Connections to this Call Plan)
(ix)	Gstar 133	(No new Connections to this Call Plan)
(x)	Gstar 199	(No new Connections to this Call Plan)
(xi)	Gstar 101	(No new Connections to this Call Plan)
(xii)	Gstar 149	(No new Connections to this Call Plan)
(xiii)	Gstar 249	(No new Connections to this Call Plan)
(xiv)	Pivot 35 #	Available for new Connections
(xv)	Pivot 70 #	Available for new Connections
(xvi)	Pivot 99 #	Available for new Connections
(xvii)	Group 55 #	Available for new Connections
(xviii)	Pivot 12	Available for new Connections
*	Renamed Gstar 25 from 1 September 2004 (formerly named Gstar 15)	
#	These plans were named as 'Gstar' plans prior to 1 March 2008	

TracerTrak Plans

- | | | |
|--------------|---------------------------|---|
| (i) | Trak R1 31 | (No new Connections to this Call Plan) |
| (ii) | Trak 25 * | Available for new Connections |
| (iii) | Trak R3 31 | (No new Connections to this Call Plan) |
| (iv) | Trak 30 * | Available for new Connections |
| (v) | Trak 36 * | Available for new Connections |
| (vi) | Trak 40 * | Available for new Connections |
| (vi) | Trak 49 | Available for new Connections |
| (vi) | Trak SPOT Basic | Available for new Connections |
| (vi) | Trak SPOT Tracking | Available for new Connections |
| (vii) | Alert R1 10 | (No new Connections to this Call Plan) |

*** These plans were named 1 March 2010**

Gstar 30 (No new Connections to this Call Plan)

(i) Access Fee Per Month \$30.00

(ii) GSM Call Rates

(a) Peak Call Costs within Australia	Flagfall 29¢ plus 79¢ per minute
(b) Off Peak Call Costs within Australia	Flagfall 16¢ plus 40¢ per minute
(c) Globalstar to Globalstar (Off Peak Only)	Flagfall 16¢ plus 33¢ per minute
(d) Globalstar to other Mobile Networks	Flagfall 29¢ plus 79¢ per minute
(e) Incoming Calls	Free
(f) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(g) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(iii) Globalstar Call Rates – Satellite

(a) Outgoing Peak Call Costs	Flagfall 47¢ plus \$2.84 per minute
(b) Incoming Call Costs Rates	First 10 seconds free, then same as outgoing Call
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(iv) Contract Term 24 Months

Gstar 50 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$50.00
(ii) Calls included	\$20.00
(iii) GSM Call Rates	
(a) Peak Call Costs within Australia	Flagfall 20¢ plus 66¢ per minute
(b) Off Peak Call Costs within Australia	Flagfall 10¢ plus 40¢ per minute
(c) Globalstar to Globalstar (Off Peak Only)	Flagfall 10¢ plus 21¢ per minute
(d) Globalstar to other mobile networks	Flagfall 20¢ plus 66¢ per minute
(e) Incoming Calls	Free
(f) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(g) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Peak Call Costs	Flagfall 42¢ plus \$2.51 per minute
(b) Incoming Call Costs Rates	First 10 seconds free, then same as outgoing Call
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	24 Months

Gstar 80 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$80.00
(ii) Free calls included	\$47.00
(iii) GSM Call Rates	
(a) Peak Call Costs within Australia	Flagfall 11¢ plus 50c per minute
(b) Off Peak Call Costs within Australia	Flagfall 6¢ plus 27c per minute
(c) Globalstar to Globalstar (Off Peak Only)	Flagfall 6¢ plus 6c per minute
(d) Globalstar to other mobile networks	Flagfall 11¢ plus 50¢ per minute
(e) Incoming Calls	Free
(f) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(g) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Peak Call Costs	Flagfall 33¢ plus \$1.98 per minute
(b) Incoming Call Costs Rates	First 10 seconds free, then same as outgoing Call
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	24 Months

Gstar 125 (No new Connections to this Call Plan)

(i) Access Fee Per Month \$125.00

(ii) Free calls included \$92.00

(iii) GSM Call Rates

(a) Peak Call Costs within Australia Flagfall 11¢ plus 47c per minute

(b) Off Peak Call Costs within Australia Flagfall 6¢ plus 27c per minute

(c) Globalstar to Globalstar (Off Peak Only) Flagfall 6¢ plus 6¢ per minute

(d) Globalstar to other mobile networks Flagfall 11¢ plus 47c per minute

(e) Incoming Calls Free

(f) International Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(g) Special and Value Added Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(iv) Globalstar Call Rates – Satellite

(a) Outgoing Peak Call Costs Flagfall 31¢ plus \$1.85 per minute

(b) Incoming Call Costs Rates First 10 seconds free, then same as outgoing Call

(c) International Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(d) Special and Value Added Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(v) Contract Term 24 Months

Gstar 190 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$190.00
(ii) Free Calls included	\$157.00
(iii) GSM Call Rates	
(a) Peak Call Costs with Australia	Flagfall 11¢ plus 47c per minute
(b) Off Peak Call Costs within Australia	Flagfall 6¢ plus 27c per minute
(c) Globalstar to Globalstar (Off Peak Only)	Flagfall 6¢ plus 6¢ per minute
(d) Globalstar to other mobile networks	Flagfall 11¢ plus 47c per minute
(e) Incoming Calls	Free
(f) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(g) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Peak Call Costs	Flagfall 30¢ plus \$1.78 per minute
(b) Incoming Call Costs Rates	First 10 seconds free, then same as outgoing Call
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	24 Months

Gstar 25 * (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$25.00 ^
(ii) Free Calls included	\$0.00
((iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 15¢ plus 30¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 60¢ plus \$1.15 per 30 secs
(b) Incoming Calls	First 15 seconds free, then same as Outgoing Call Rates
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	18 Months
(vi) Connection Charge	\$200.00

* Renamed Gstar 25 from 1 September 2004 (formerly named Gstar 15)

^ Access Fee per Month increased from \$15.00 to \$25.00 from 1 September 2004

Gstar 33 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$33.00
(ii) Free Calls included	\$0.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 12¢ plus 25¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 50¢ plus 75¢ per 30 secs
(b) Incoming Calls	First 15 seconds free, then same as Outgoing Call Rates
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	18 Months
(vi) Connection Charge	\$200.00

Gstar 88 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$88.00
(ii) Free Calls included	\$48.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 12¢ plus 24¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 55¢ per 30 secs
(b) Incoming Calls	First 15 seconds free, then same as Outgoing Call Rates
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	18 Months
(vi) Connection Charge	\$200.00

Gstar 133 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$133.00
(ii) Free Calls included	\$93.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 12¢ plus 24¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 49¢ per 30 secs
(b) Incoming Calls	First 15 seconds free, then same as Outgoing Call Rates
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	18 Months
(vi) Connection Charge	\$200.00

Gstar 199 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$199.00
(ii) Free Calls included	\$159.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 12¢ plus 24¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 43¢ per 30 secs
(b) Incoming Calls	First 15 seconds free, then same as Outgoing Call Rates
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	18 Months
(vi) Connection Charge	\$200.00

Gstar 101 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$101.00
(ii) Free Calls included	\$76.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 30¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 30¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	24 Months
(vi) Connection Charge	\$200.00

Gstar 149 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$149.00
(ii) Free Calls included	\$124.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 25¢ plus 25¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 30¢ plus 43¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	24 Months
(vi) Connection Charge	\$200.00

Gstar 249 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$249.00
(ii) Free Calls included	\$249.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 25¢ plus 25¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates – Satellite	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 30¢ plus 43¢ per 30 secs
(b) Incoming Calls	Free
(c) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(d) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(v) Contract Term	24 Months
(vi) Connection Charge	\$200.00

Pivot 35 *

(i) Access Fee Per Month	\$35.00
(ii) Free Calls included	\$10.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 25¢ plus 30¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	25c per message
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 60¢ plus 90¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	33c per message (not supported for the Globalstar/CDMA Service)
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(v) Iridium Call Rates

(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 60¢ plus 90¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	50c per message
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(vi) Contract Term No minimum term

(vii) Connection Charge \$200.00

* Renamed Pivot 35 from 1 March 2008 (formerly named Gstar 35)

Pivot 70 *

(i) Access Fee Per Month \$70.00

(ii) Free Calls included \$45.00

(iii) Cellular Call Rates

- (a) Outgoing Calls to any fixed or mobile network in Australia Flagfall 25¢ plus 21¢ per 30 secs
- (b) Incoming Calls Free
- (c) SMS Origination 25c per message
- (d) International Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
- (e) Special and Value Added Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(iv) Globalstar Call Rates

- (a) Outgoing Calls to any fixed or mobile network in Australia Flagfall 40¢ plus 60¢ per 30 secs
- (b) Incoming Calls Free
- (c) SMS Origination 33c per message (not supported for the Globalstar/CDMA Service)
- (d) International Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
- (e) Special and Value Added Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(v) Iridium Call Rates

(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 60¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	50c per message
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(vi) Contract Term 24 Months

(vii) Connection Charge \$200.00

* Renamed Pivot 70 from 1 March 2008 (formerly named Gstar 70)

Pivot 99 *

(i) Access Fee Per Month \$99.00

(ii) Free Calls included \$74.00

(iii) Cellular Call Rates

- (a) Outgoing Calls to any fixed or mobile network in Australia Flagfall 25¢ plus 20¢ per 30 secs
- (b) Incoming Calls Free
- (c) SMS Origination 25c per message
- (d) International Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
- (e) Special and Value Added Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(iv) Globalstar Call Rates

- (a) Outgoing Calls to any fixed or mobile network in Australia Flagfall 40¢ plus 30¢ per 30 secs
- (b) Incoming Calls Free
- (c) SMS Origination 33c per message (not supported for the Globalstar/CDMA Service)
- (d) International Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
- (e) Special and Value Added Calls Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(v) Iridium Call Rates

(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 30¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	50c per message
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(vi) Contract Term 24 Months

(vii) Connection Charge \$200.00

* Renamed Pivot 99 from 1 March 2008 (formerly named Gstar 99)

Group 55 *

(i) Access Fee Per Month	\$55.00
(ii) Free Calls included	\$35.00
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 25¢ plus 22¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	25c per message
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(iv) Globalstar Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 40¢ plus 50¢ per 30 secs
(b) Incoming Calls	Free
(c) SMS Origination	33c per message (not supported for the Globalstar/CDMA Service)
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au

(v) Iridium Call Rates

- | | |
|--|---|
| (a) Outgoing Calls to any fixed or mobile network in Australia | Flagfall 40¢ plus 50¢ per 30 secs |
| (b) Incoming Calls | Free |
| (c) SMS Origination | 50c per message |
| (d) International Calls | Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au |
| (e) Special and Value Added Calls | Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au |

(vi) Contract Term 24 Months

(vii) Connection Charge \$200.00

(viii) Eligibility To be eligible for this plan the Customer must have at least three (3) Globalstar services on the one account Connected to qualifying Call Plans (qualifying Call Plans have an Access Fee per Month of \$55.00 or greater).

* Renamed Group 55 from 1 March 2008 (formerly named Gstar Group 55)

Pivot 12

(i) Access Fee Per Month	FREE
(ii) Free Calls included	NIL
(iii) Cellular Call Rates	
(a) Outgoing Calls to any fixed or mobile network in Australia	Flagfall 12¢ plus 12¢ per 30 secs for the Swift Service or Flagfall 20¢ plus 12¢ per 30 secs for the Classic Service
(b) Incoming Calls	Free
(c) SMS Origination	12c per message
(d) International Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(e) Special and Value Added Calls	Subject to variation – contact Customer Care on 1300 882 448 prior to calling for current rates or see www.pivotel.com.au
(vi) Contract Term	No minimum term
(vii) Connection Charge	NIL
(viii) Eligibility	To be eligible for this plan the Customer must have at least one other service on the one account Connected to a qualifying Call Plan (qualifying Call Plans have an Access Fee per Month of \$35.00 or greater).

Trak R1 31 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$25.00
(ii) Free Calls included	31 Tracker Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	50c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	Up to 12 months depending on usage
(v) Connection Charge	\$399 credited towards access fees and usage charges paid in advance

Trak 25 *

(i) Access Fee Per Month	\$25.00
(ii) Free Calls included	31 Tracker Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

* Renamed Trak 25 from 1 March 2010 (formerly named Trak R2 31)

Trak 30 *

(i) Access Fee Per Month	\$30.00
(ii) Free Calls included	62 Tracker Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

* Renamed Trak 30 from 1 March 2010 (formerly named Trak R1 62)

Trak 36 *

(i) Access Fee Per Month	\$40.00
(ii) Free Calls included	100 Tracker Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

* Renamed Trak 36 from 1 March 2010 (formerly named Trak R1 100)

Trak 40 *

(i) Access Fee Per Month	\$40.00
(ii) Free Calls included	150 Tracker Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

* Renamed Trak 40 from 1 March 2010 (formerly named Trak R1 150)

Trak 49

(i) Access Fee Per Month	\$49.00
(ii) Free Calls included	Unlimited Tracker Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

Trak SPOT Basic

(i) Access Fee Per Month	\$24.00
(ii) Free Calls included	10 Included SMS
(iii) TracerTrak Call Rates	
(a) Tracker Updates	Free
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

Trak SPOT Tracking

(i) Access Fee Per Month	\$28.00
(ii) Free Calls included	10 Included SMS Unlimited Tracking Updates
(iii) TracerTrak Call Rates	
(a) Tracker Updates	Free
(b) SMS Alerts	25c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil

Alert R1 10 (No new Connections to this Call Plan)

(i) Access Fee Per Month	\$20.00
(ii) Free Calls included	10 Tracker Updates and 10 SMS Alerts
(iii) TracerTrak Call Rates	
(a) Tracker Updates	25c per message
(b) SMS Alerts	50c per Alert (which includes one SMS) plus 25c for each additional SMS sent
(c) Additional SMS	25c per message sent
(iv) Contract Term	24 Months
(v) Connection Charge	Nil