

Premium Services Notice

Pivotel Satellite as a mobile service provider is required by the Australian Communications and Media Authority (ACMA) to advise you about Premium Services and how you can lessen your risk of exposure to unexpected high bills. ¹

What are Premium Services?

Premium Services are:

- voice or data services, including short message services (SMS) starting with a dialled prefix of 188, 190, 191, 193, 194, 195, 196, 197, or 199; or
- voice or data services which are used to supply content, including SMS and services accessed by dialling an international number (i.e. telephone numbers dialled using 0011 & *country code* & number or '+' symbol & *country code* & number).

Common examples of Premium Services may include:

- astrology, clairvoyant and psychic services;
- chat, dating and sex services;
- competition entries and voting;
- news, finance, sport and weather services; and
- ringtones, downloads, logos and picture messages.

Content provided under these Premium Services can be supplied by voice, recorded voice announcement, SMS, picture message or by other means.

What access is available to Premium Services?

Access to Premium Services from your Pivotel service varies depending on the network technology (either CDMA or GSM) and the access mode (either Satellite or Cellular).

- for dual-mode Globalstar/CDMA services, Premium Services can be accessed in Satellite mode but cannot be accessed in Cellular mode. Premium Services cannot be accessed by SMS as mobile originated SMS is not supported for Globalstar/CDMA services;
- for Globalstar/GSM services and Pivotel Iridium services, Premium Services can be accessed both in Satellite and Cellular modes. Premium Services can be accessed by SMS in both modes and
- Pivotel Classic and Pivotel Swift cellular only services both provide access to Premium Services.

What is my financial liability for Premium Service charges?

In accordance with our Standard Agreement, usually you will be liable for the full cost of all Premium Service calls made from your Pivotel Service, even if you did not make those calls yourself. There are a number of specific rules that relate to the provision of premium services aimed at ensuring that you are fully informed about the price and content of the services. If we have broken these rules, we may not be able to ask you to pay for the Premium Service.

You should always check the cost of a Premium Service before you use it. You should also keep track of how many Premium Service calls you make, and how often and for how long you access Premium Services as the cost can quickly add up. In some circumstances this may lead to you receiving unexpected high bills, incurring a significant financial liability, and could lead to you suffering financial difficulty. If you fail to pay your phone bill, it could result in us restricting the use of your Pivotel Service, and ultimately could result in a default in your record with credit rating agencies, which could reduce your ability to obtain credit for other purposes in the future.

How do I prevent or control access to Premium Services?

You may not wish to have access to Premium Services from your Pivotel Service. If this is the case you can call Pivotel Customer Care on 1300 882 448 to request the activation of Premium Service and International Call barring. If International Call barring is activated, Premium Service barring will be applied by default. If you have barred access to Premium Services and International Calls, you can call to unbar access to these services at any time.

As you will be liable for all calls made from your Pivotel Service even if you did not make those calls yourself, you should carefully consider to whom you allow access to your Pivotel Service. The User Guides for your Pivotel satellite handsets are available on our website at www.pivotel.com.au and describe how the satellite handsets may be locked to help prevent unauthorised use of your Pivotel dual-mode service. If you are not using a satellite handset, please access the manufacturer's website for advice on how to prevent unauthorised use of your 3G or 2G GSM handset.

What are the charges for Premium Services?

Premium Services are generally more expensive than standard voice, data and SMS services. A provider of a Premium Service (the Premium Service Provider) is required to publish a rate for the Premium Service, and should disclose in any advertising that the rate for the Premium Service may be higher when calling from a mobile service.

Pivotel as a mobile service provider normally charges Premium Services with a mark-up (which can be up to 18% higher than the Premium Service Provider's advertised rate for Premium Services), in addition to the applicable rate for calls on your Pivotel Service.

As Pivotel's charges for Premium Services include:

- a Premium Service charge (including Pivotel's mark-up); and
- a Pivotel call charge at applicable rates,

you may find that the Premium Service charge appears separately to the call charge on your Pivotel bill.

How do I make a complaint about Premium Services?

Should you have a complaint about the charges for Premium Services on your Pivotel bill you can contact Pivotel's Customer Care team by telephone on 1300 882 448, by facsimile to (07) 5630 3030, by email to mail@pivotel.com.au, or by sending a letter to Pivotel Satellite Pty Limited, Locked Bag 100, Southport, QLD, 4215.

If you are not satisfied with the way your complaint has been handled by Pivotel you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For more information about the TIO please see their website at www.tio.com.au.

If you wish to lodge a complaint about the content of a Premium Service, or the way a Premium Service has been advertised, you may contact the Telephone Information Services Standards Council (TISSC) by on telephone 1300 139 955. For more information about the TISSC please see their website at www.tissc.com.au.

You can also contact the Australian Communications and Media Authority (ACMA) for information on telecommunications issues. The ACMA is a Commonwealth Government agency responsible for regulating the telecommunications industry and you may contact the ACMA by telephone on 1300 850 115. For more information about the ACMA please see their website at www.acma.gov.au.

¹ Required under the *Telecommunications Service Provider (Premium Services) Determination 2004 (No 1)* which commenced on 19 August 2004 and the *Telecommunications Service Provider (Premium Services) Determination 2004 (No 2)* which commenced on 15 December 2004.