



## CRITICAL INFORMATION SUMMARY

### THURAYA CONTRACT 10MB DATA PLAN

#### Information about the Service

The service provided is a Pivotel Satellite mobile satellite service which uses the Thuraya geostationary earth orbit satellite network together with Thuraya manufactured IP data terminal equipment. Customers can use the service to access satellite IP data services including browsing the Internet.

Minimum Term: 12 month minimum term, on payment of a \$50.00 connection fee.  
Included Data Value: Up to 10MB billed in 100KB increments.

#### Information about Pricing

Minimum Monthly Charge: \$65.00 per month.  
Early Termination Charge: The maximum charge for early termination is \$830.00 plus any excess data charges.  
Cost of a 2 Min Call: N/A.  
Cost of a Standard SMS: N/A.  
Cost of 1MB of Data: \$6.50 per MB.  
Number of Standard Calls: N/A.  
IP Data Speeds: Depending on the Thuraya IP data terminal equipment used, together with any external antenna, data speeds up to a maximum of 444Kbps are supported.

#### 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/thuraya\\_ip\\_rate\\_plans.html](http://www.pivotel.com.au/thuraya_ip_rate_plans.html). Copies of our Standard Form of Agreement can be downloaded from <http://www.pivotel.com.au/downloads.html>.

Information about the Pivotel Thuraya satellite network coverage in Australia can be found at [http://www.pivotel.com.au/thuraya\\_au\\_coverage.html](http://www.pivotel.com.au/thuraya_au_coverage.html).



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 email when you have exceeded 50%, 85% and 100% of your included data 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: Cellular International Mobile Roaming (IMR) Services are not supported.

WARNING: Premium Services are not supported.

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*.