

Keeping you connected.



## CRITICAL INFORMATION SUMMARY

### PIVOTEL IRIIDIUM GO! UNLIMITED PLANS

Plan	Iridium GO! Unlimited
Monthly Airtime Plan Charge	\$239
Monthly Included Value (minutes)	60
Minimum Contract Term	12 Months No minimum contract term if you choose to pay a \$50 activation fee
Satellite Outgoing Call Cost (billed in 1 minute increments)	\$1.50
Satellite Data Call minutes	Unlimited
Satellite SMS Cost to standard national mobile numbers	Unlimited
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	\$3.00
Minimum Total Cost over Min Contract Term	\$2,868
Maximum Charges For Early Termination	\$2,868 plus excess usage charges

Prices include GST.

### Information About The Service

#### Description of the Service

Pivotel Iridium GO! Unlimited plan use the Iridium low earth orbit satellite network (LEO) constellation of 66 cross linked satellites orbiting the Earth together with an Iridium GO! device.

You can use the service to make and receive domestic and international voice calls and to send and receive text messages (SMS) within the Iridium Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/our-networks/iridium/>). Within the coverage area, you can access data services including emails and browsing the Internet.

#### Eligibility

Pivotel Iridium GO! Unlimited plan is available to any user operating within the Iridium Mobile Satellite Network coverage area.

#### Mandatory Goods

You need a compatible Iridium GO! device with Iridium GO! mobile application (Android and iOS) to use this service. You can bring your own Iridium GO! device, or you can purchase one outright from us.

#### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service. (see <https://www.pivotel.com.au/knowledge-base/resources/terms-conditions.html> )

### Information About Pricing

#### Included Value

The included value can be used for satellite outgoing standard national calls and standard national mobile calls within the Iridium Mobile Satellite Network coverage area. The included value is not applicable for premium calls, calls to special number, international direct dial (IDD) calls and premium SMS.

#### Incoming Calls

Incoming calls to your Iridium GO! Unlimited service within the Iridium Mobile Satellite Network coverage area are charged at \$1.50 per minute.

#### Calls to International Numbers

The cost to call international numbers can be found at <https://www.pivotel.com.au/plans/international-call-charges/>.

#### Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, special numbers) can be found at <https://www.pivotel.com.au/plans-iridium-go-unlimited.html>

#### Plan Changes

Change of plan is not allowed during your contract term. However, you can change your plan after your contract term at a fee of \$25.

#### Service Suspension

Service suspension is available at \$15 per month for a maximum of 180 days in any 12-month period. Service suspension is only allowed up to 3 times in that 12-month period. Service that is

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suspended during a contracted period will have the contract end date extended by the period the service is suspended.

### Early Termination Charges

If you cancel your plan before your minimum contract term, the following early exit fees will apply:

*Monthly Charge x months remaining on your contract*

### Late Payment

A late payment charge of \$11 per month applies if you fail to pay on time.

## Other Information

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### Customer Service

You can contact us by calling 1300 882 448 Monday to Friday, 7:00 AM to 7:00 PM (AEST; GMT+10:00) or emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au)

### Monitor and Manage Your Usage

You can obtain call and data usage information using our secure online self-care environment at [http://www.pivotel.com.au/self\\_care.html](http://www.pivotel.com.au/self_care.html).

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 or data allowance.

For services that support IP data billed under a data usage model (e.g. per MB) you can obtain near real time data usage and manage your own data alerts and usage limits by logging in to Pivotel's Pulsar Portal at <https://www.pulsarportal.com>

### Customer Complaints

You can access our complaint handling procedures by calling us on 1300 882 448 or emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au). Our complaint handling procedures are located on our website at <https://www.pivotel.com.au/complaints-handling-policy>

If, after speaking with us, 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 go to [www.tio.com.au](http://www.tio.com.au).