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CRITICAL INFORMATION SUMMARY

INMARSAT GSPS PREPAID RECHARGE eVOUCHER

| GSPS Prepaid Recharge eVoucher | 30 Day Airtime extension eVoucher | 100 Units/ 3 Month eVoucher | 250 Units/ 6 Month eVoucher | 500 Units/ 12 Month eVoucher | 1000 Units/ 12 Month eVoucher | 2500 Units/ 12 Month eVoucher | 5000 Units/ 12 Month eVoucher |
|--|-----------------------------------|-----------------------------|-----------------------------|------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Units | 0 | 100 | 250 | 500 | 1000 | 2500 | 5000 |
| Voucher Expiry Period (Days) | 30 | 90 | 180 | 365 | 365 | 365 | 365 |
| Cost | \$75 | \$220 | \$420 | \$699 | \$1,350 | \$2,999 | \$4,999 |
| Cost per unit | NA | \$2.20 | \$1.68 | \$1.40 | \$1.35 | \$1.20 | \$1.00 |
| Maximum total cost | \$75 | \$220 | \$420 | \$699 | \$1,350 | \$2,999 | \$4,999 |
| Cost of SMS | NA | \$1.32 | \$1.01 | \$0.84 | \$0.81 | \$0.72 | \$0.60 |
| Cost of 2 min call to standard numbers and standard mobile numbers | NA | \$6.60 | \$5.04 | \$4.19 | \$4.05 | \$3.60 | \$3.00 |

Prices include GST.

Information About The Service

Description of the Service

Pivotel Inmarsat GSPS Prepaid uses the Inmarsat geostationary earth orbit satellite network together with a compatible Inmarsat handset.

You can use the service to make and receive domestic and international voice calls and SMS within the Inmarsat Mobile Satellite Network coverage area (see <https://www.pivotel.com.au/networks/inmarsat/>).

Eligibility

Pivotel Inmarsat GSPS Prepaid is available to any user with an appropriate terminal operating within the Inmarsat Mobile Satellite Network coverage area.

Exclusions

Services are not available outside of Inmarsat coverage area. Information about the Pivotel Inmarsat GSPS satellite network coverage can be found at <https://www.pivotel.com.au/networks/inmarsat/>

Activating Prepaid SIM

An Inmarsat GSPS Prepaid SIM card needs to be activated and recharged with any selected eVoucher above.

Recharging Prepaid SIM

The prepaid SIM can be recharged at any time. Any unused units will be forfeited when the access period expires. If the SIM is recharged before the expiration date, the unused units will be rolled over to the next expiry date. The new expiry period will be determined by the eVoucher expiry period from the date of activation.

Mandatory Goods

You need a compatible Inmarsat handset to use this service. You can bring your own Inmarsat handset, or you can purchase one from us.

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Information About Pricing

Charges

All voice and data usage are charged in “units”. For the dollar equivalent based on the eVoucher used please refer to the above table.

Incoming Calls

Incoming calls to your Inmarsat GSPS Prepaid service will not incur any charges.

Cost of Standard National and International SMS

The cost of a Standard National or International SMS on Inmarsat GSPS prepaid service is 0.6 units.

Cost to call Standard and Mobile Numbers

The cost to call a Standard Number or a Mobile Number is 1.5 units per minute. Calls will be deducted from the prepaid balance units in 15 second increments, with a 30 second minimum.

Non-standard Call Rates

The cost to call non-standard numbers (e.g. other satellite services, Inmarsat Fleet Broadband, Aero) can be found at <https://www.pivotel.com.au/pub/media/Doc/Pivotel-AU-Inmarsat-GSPS-Prepaid-Plans-V1.2.pdf>

Plan Changes

The plan change is not allowed.

Early Termination Charges

Early termination charges are not applicable. The Inmarsat GSPS Prepaid SIM will not expire. Only the eVoucher units will expire when the access period expires.

Other Information

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

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. 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. 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.