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CRITICAL INFORMATION SUMMARY

INMARSAT ISAT 43 – SPECIAL THURAYA MIGRATION PLAN

Plan	Isat 43 (Special Thuraya Migration)
Monthly Airtime Plan Charge – Introductory for the first 12 Months.	\$30
Monthly Airtime Plan Charge – Standard pricing after 12 Months.	\$43
Monthly Included Value (\$)	\$0
Minimum Contract Term	12 Months
Minimum Total Cost over Min Contract Term	\$360
Maximum Charges For Early Termination	\$360 plus excess usage charges
Suspension	Not available for the first 12 Months
Satellite Mode	
Satellite Outgoing Call Cost (billed in 30 secs increments)	\$0.75
Satellite Incoming Call Cost (billed in 30 secs increments)	\$0.75
Satellite SMS Cost to standard national mobile numbers	\$0.50
Flagfall cost per call made	\$0.40
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	\$3.40

Prices include GST.

Information About The Service

Description of the Service

Pivotel Inmarsat Isat Plans use the Inmarsat geostationary earth orbit satellite network (GEO) together with a compatible Inmarsat handset.

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

Contractual Term of the Service

Pivotel Inmarsat Isat 43 Special Thuraya Migration plan has a 12-month minimum contract term.

Eligibility

Pivotel Inmarsat Isat 43 Special Thuraya Migration plan is only available to existing Pivotel Thuraya customers who had an active service affected by the Force Majeure Event on Thuraya 3 (T3) Satellite covering Australia on 16th April, 2024. A working Thuraya handset including the battery and wall charger must be returned to Pivotel to be eligible for this plan.

This special migration plan is only available until 31 July 2024.

Mandatory Goods

You need a compatible Inmarsat handset to use this service. This Isat 43 Special Thuraya Migration plan is only eligible for customers who return a working Thuraya handset including the battery and wall charger, and purchase an Inmarsat handset (Isatphone 2) from us at a discounted price for this special migration. The special hardware offer ends on 31 July 2024.

Activation of Service

It is a condition of the service offer that you activate your service within 14 days of your compatible handset device being shipped to you from Pivotel.

Continuance of Service

After conclusion of the minimum term of the contract, the service will be migrated to the standard Pivotel Isat 43 plan with no minimum contract term unless you request, in writing, cancellation of the service.

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Information About Pricing

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-inmarsat-satellite-phone-plans.html>

Plan Changes

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

Service Suspension

Service suspension is not available for Pivotel Inmarsat Isat 43 Special Thuraya Migration plan.

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

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 <https://selfcare.flexxbill.com/self-service/pivotel/>. 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://pulsar.pivotel.com.au/>

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.