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CRITICAL INFORMATION SUMMARY

IRIDIUM PIVOT 65 – SPECIAL THURAYA MIGRATION PLAN – STAGE 2

Plan	Pivot 65 (Special Thuraya Migration)
Monthly Airtime Plan Charge – Introductory for the first 12 Months	$50
Monthly Airtime Plan Charge – Standard pricing after 12 Months.	$65
Monthly Included Value ($) – Introductory for the first 12 Months.	$15
Monthly Included Value ($) – Standard included value after 12 Months.	$15
Minimum Contract Term	12 Months
Minimum Total Cost over Min Contract Term	$600
Maximum Charges For Early Termination	$600 plus excess usage charges
Suspension	Not available for the first 12 Months
Satellite Outgoing Call Cost (billed in 1 Minute increments)	$1.98
Satellite SMS Cost to standard national mobile numbers	$0.50
Cost of 2 min call before any discounts to standard numbers and standard national mobile numbers	$3.96

Prices include GST.

Information About The Service

Description of the Service

Pivotel Iridium Pivot plans use the Iridium low earth orbit satellite network (LEO) constellation of 66 cross linked satellites orbiting the Earth together with a compatible Iridium 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 Iridium Mobile Satellite Network Australian 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. Data call charges apply.

Contractual Term of the Service

Pivotel Iridium Pivot 65 Special Thuraya Migration – Stage 2 plan has a 12-month minimum contract term.

Eligibility

Iridium Pivot 65 Special Thuraya Migration – Stage 2 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.

Users migrating to this special plan must be operating within the Iridium Mobile Satellite Network Australian coverage area.

Operating outside the Australian coverage area will be charged at the applicable value-added services rate (see https://www.pivotel.com.au/plans-iridium-satellite-phone-plans.html).

This special migration plan – stage 2 is only available from 1st September 2024 until 31 October 2024, unless withdrawn earlier.

Mandatory Goods

You need a compatible Iridium handset to use this service. This Iridium Pivot 65 Special Thuraya Migration plan is only eligible for customers who return a working Thuraya handset including the battery and wall charger, and purchase an Iridium handset from us at a discounted price for this special migration.

The special hardware offer is from the 1st September 2024 unitl 31 October 2024, unless withdrawn earlier.

Activation of Service

It is a condition of this 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 Pivot 65 plan with no minimum contract term unless you request, in writing, cancellation of the service.

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Information About Pricing

Incoming Calls

Incoming calls to your Iridium Pivot service within the Iridium Mobile Satellite Network Australian coverage area are free of charge. Incoming calls to your Iridium Pivot service outside the Australian coverage area are charged at $2.42 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.

Data Calls

The cost for data calls using the direct internet services are charged at $2.20 per minute.

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-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 the first 12 months of the Pivotel Iridium Pivot 65 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 Informatio

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.