



## CRITICAL INFORMATION SUMMARY

### THURAYA CASUAL PLAN (THURAYA NETWORK)

#### 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 customer equipment. Customers can use the service to make and receive domestic and international voice calls, to send and receive messages including text messages (SMS) and emails, and to access data services including browsing the Internet.

Minimum Term: There is no minimum term on payment of a \$25.00 connection fee.  
 Included Call Value: Nil.

#### Information about Pricing

Minimum Monthly Charge: \$15.00 per month.  
 Early Termination Charge: The maximum charge for early termination is \$40.00 plus any excess call charges.  
 Cost of a 2 Min Call: Satellite \$1.98, and cellular \$0.68 before any discounts to Standard National numbers and Standard National Mobile numbers.  
 Cost of a Standard SMS: Satellite \$0.50, and cellular \$0.12 each before any discounts to Standard National Mobile numbers.  
 Cost of 1MB of Data: Satellite \$5.00 per MB, and cellular \$0.10 per MB.  
 Number of Standard Calls: Not applicable.  
 Non-Standard Call Prices: The price for non-Standard Calls including international direct dial, Value Added Services, Special Calls, and Roaming can be varied by Pivotel Satellite at any time in its sole discretion.  
 Cellular Calls: The SIM supplied by Pivotel Satellite can be used in a dual-mode satellite & cellular handset or in standard 3G/GSM handset to make and receive cellular calls, messaging and data using the Vodafone Wholesale 3G network. Refer to the detailed plan information for cellular call pricing, and the detailed terms and conditions for cellular use.

#### 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\\_plans.html](http://www.pivotel.com.au/thuraya_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 SMS or email when you have exceeded 50%, 85% and 100% of your included call or 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 very expensive for all types of calls, messaging and data. If you are concerned about the cost of IMR Services, you should not use this service and enquire about a local service in the country in which you are travelling. Customers who use cellular IMR Services should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled in your handset. IMR Service call charges normally take much longer to appear in your account. You should carefully monitor your usage to avoid high bills.

**WARNING:** Premium Services by their nature are expensive. You should carefully read the terms and conditions of any Premium Services you use, in particular the terms and conditions of any subscription based Premium SMS Services. You can stop specific Premium SMS Services by sending a SMS reply with the word "STOP". You can bar access to all Premium Services at any time by contacting Pivotel Satellite customer care.

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*.