



25 Civil Road, Garbutt, Qld, 4814

Phone: 1300 766 943

Email: sales@orbitsat.com.auwww.orbitsat.com.au

CRITICAL INFORMATION SUMMARY

Orbit Group Local

Information about the Service

The service provided is an Orbit Satellite mobile satellite service which uses the Iridium low earth orbit satellite network together with Iridium 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 \$130.00 connection fee.
Included Call Value: Up to \$35.00 for Standard National calls, Standard National Mobile calls and Standard SMS. The Included Call Value excludes Premium Calls, calls to Special Numbers, International Direct Dial (IDD) calls and Premium SMS.

Information about Pricing

Minimum Monthly Charge: \$65.00 per month.
Early Termination Charge: The maximum charge for early termination is \$195.00 plus any excess call charges.
Cost of a 2 Min Call: \$3.20 before any discounts to Standard National numbers and Standard National Mobile numbers.
Cost of a Standard SMS: \$0.75 each before any discounts to Standard National Mobile numbers.
Cost of 1MB of Data: Not applicable.
Number of Standard Calls: If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 10 calls.
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 United Satellite Group at any time in its sole discretion.

Other Information

You can contact us by calling 1300 766 943, emailing us at sales@orbitsat.com.au, you can write to us at Orbit Satellite, 25 Civil Road, Garbutt, Qld 4814.



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Information about full terms and conditions, including detailed call pricing information can be found at <http://www.orbitsatellite.com.au/customer-care/downloads.html> Copies of our Standard Form of Agreement can be downloaded from <http://www.orbitsatellite.com.au/customer-care/downloads.html>

Information about the United Satellite Group Iridium satellite network coverage in Australia can be found at <http://www.orbitsatellite.com.au/customer-care/downloads.html>

You can monitor your billed and unbilled usage using our secure online environment at <http://www.orbitsatellite.com.au/customer-care/customer-account-login.html> Full instructions on how to access and use the United Satellite Group Customer Care facility are listed at this web address.

You can access our complaint handling procedures by calling us 1300 766 943, emailing us at sales@orbitsat.com.au, or you can write to us at Orbit Satellite, 25 Civil Road, Garbutt, Qld 4814.

Our complaint handling procedures are located on our website at <http://www.orbitsatellite.com.au/customer-care/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, 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: Satellite and cellular International Roaming is very expensive for all types of calls, messaging and data. If you are concerned about the cost of International Roaming, you should not use this service and enquire about a local service in the country in which you are travelling. Customers who use cellular International Roaming should be particularly careful about data roaming costs. Unless required, you should ensure data roaming is not enabled in your 3G/GSM handset. International Roaming 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 United Satellite Group customer care.

This Critical Information Summary has been prepared by United Satellite Group Pty Limited in accordance with the requirements of Chapter 4 of C628:2012 *Telecommunications Consumer Protection Code*.