

International Calls & Roaming

For international call rates call Pivotel Customer Care on 1300 882 448 or visit www.pivotel.com.au

General Information

Transfer of ownership	\$100
Change of mobile number	\$33
Replacement SIM	\$33
Bill reprint charge	\$6 per bill
Suspension facility (max 3 months)	\$20 per month
Plan switch fee*	\$25 per switch
Late payment fee	\$11 per month

* Restrictions may apply.

For more information on our Value added Services please call Customer Care on 1300 882 448 for any further queries or visit www.pivotel.com.au



General Terms and Conditions

24 month minimum term applies to all plans. Minimum Term may be waived by opting for a connection fee of \$100 at time of connection. Minimum term may not be waived in conjunction with any special offer that is subject to a minimum term. Minimum cost Pivot 45 is \$45 + \$100 connection fee + handset. Minimum cost Pivot 60 is \$60 + \$100 connection fee + handset. Minimum cost Pivot 80 is \$80 + \$100 connection fee + handset. Minimum cost Pivot 99 is \$99 + \$100 connection fee + handset. Minimum cost Group 65 is \$65 + \$100 connection fee + handset per service - minimum 3 services per account. All prices are quoted including GST unless otherwise indicated. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included. All prices are subject to change. Applicable Satellite and GSM rates include flagfall on most calls. A satellite handset is required - see handset pricing. If you cancel your contract inside your minimum term an early termination fee will apply calculated as the access charges for the remaining months of the term. Included calls represent the GST inclusive value of calls. It assumes no GST free calls in calculation of maximum included call value. Included calls not used in a month are forfeited. Satellite reception limitations and some exclusion zones apply. Cellular GSM coverage limitations apply. Circuit switched data is not currently supported on Pivotel Iridium Services.

For the most up to date pricing or help with any enquiry call Pivotel Customer Care on 1300 882 448. This information is correct as of 22 of October 2012.

Call Rate Terms and Conditions

All calls billed in 30 second increments. Prices are quoted including GST. [1] Discounted Globalstar access fee and satellite minutes are offered in recognition of the reduced satellite coverage and are valid until 30 June 2013. Valid for Globalstar handsets only. [2] Contract term on the Globalstar network is one month and \$100 connection fee waived until 30 June 2013. 24 month minimum term applies to Iridium Network. Minimum term may be waived with payment of \$100 connection fee. [3] Minimum of three services per account required for connection on this plan.

Value added services Terms and Conditions

All calls are billed in 30 second increments unless otherwise indicated. Prices are quoted including GST. [4] The THRUconnect component of this service may be withdrawn at anytime. [5] The Directory Assistance service is a Vodafone branded service and may be withdrawn at anytime.



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Pivotel Satellite

Call Rates

For Iridium and Globalstar Services



Pivotel Satellite Call Plans

Rates apply to Globalstar and Iridium networks unless otherwise stated.

Pivotel Satellite Plan	Monthly Access Fee	Monthly Included Value	Satellite calls per 30 seconds	Flagfall	Unit Pricing Data		
					Cost of a 2 min call before any discounts to standard numbers & standard national mobile numbers	Cost of a Standard SMS before any discounts to standard national mobile numbers	Number of Standard Calls If you restricted your use solely to standard national mobile calls each of 2 minutes in duration you could make:
Pivot 45 ²	\$45	\$15	75c	40c	\$3.40	50c	4 calls
Pivot 60 ²	\$60	\$30	60c	40c	\$2.80	50c	10 calls
Pivot 80 ²	\$80	\$55	60c	40c	\$2.80	50c	28 calls
Pivot 99 ²	\$99	\$79	30c	40c	\$1.60	50c	49 calls
Group 65 ^{2,3}	\$65	\$40	50c	40c	\$2.40	50c	16 calls

Globalstar Users:
\$5 off monthly access fee
+ ½ Price Minutes
until 30.06.13 ¹

Value Added Services

Rates apply to Globalstar and Iridium networks unless otherwise stated.

Special calls & Value added Services	
Pivotel Customer Care (1300 882 448)	FREE
Directory assistance (1223) ⁴	Charged at applicable satellite rates plus \$2 connection fee
Directory assistance with THRUconnect ⁵	Charged at applicable satellite rates plus \$2 connection fee
International directory assistance (1225)	Charged at applicable satellite rates plus \$2 connection fee
Calls to 19xx numbers	Charged at advertised retail rate plus 18% extra charge plus applicable satellite rates
Calls to 1800 numbers	Charged at applicable satellite rates
Calls to 13/1300 numbers	Charged at applicable satellite rates
Voicemail - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at applicable satellite rates FREE
SMS text messaging - outgoing (mobile originated) - incoming (mobile terminated)	50c per message FREE
Call Forwarding (within Australia)	Globalstar: 9.9c per 30 seconds Iridium: Charged at applicable satellite rates
Calls to directory assistance (123) ⁷ and information services	\$1.20 per 30 seconds plus \$1.20 call connection fee
Calls made within Australia to Telstra Mobile Satellite or Iridium 8816, 8817	\$2.20 per 30 seconds plus \$1.10 call connection fee
Iridium Calls made outside Australia to Telstra Mobile Satellite or Iridium 8816, 8817	\$2.00 per 30 seconds plus \$1.10 call connection fee excludes GST
Iridium Calls made outside Australia to another Pivotel Iridium service and to fixed and mobile services within Australia	\$1.10 per 30 seconds plus 55c call connection fee excludes GST
Incoming calls to a Pivotel Iridium service located outside Australia	\$1.21 per 30 seconds
Mobile Satellite Data	Iridium Direct Internet: \$1.10 per 30 seconds plus 55c call connection fee Globalstar Circuit Switched Data: Charged at applicable satellite rates Globalstar Packet Data: 16.67c per 10 seconds
Emergency Calls 000/112	Free

The SIM provided may be used in a standard 3G/GSM mobile phone or in a Dual Mode Globalstar/GSM Phone in GSM mode to make and receive calls, text messages and data. Different Rates Apply.
 For full mobile rates and conditions go to www.pivotel.com.au/mobilerates