

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)	\$11 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 cost Pivot25 is \$25 + \$100 connection fee + handset. Minimum cost Pivot35 is \$35 + \$100 connection fee + handset. Minimum cost Pivot50 is \$50 + \$100 connection fee + handset. Minimum cost Pivot70 is \$70 + \$100 connection fee + handset. Minimum cost Pivot99 is \$99 + \$100 connection fee + handset. Minimum cost Group55 is \$55 + \$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.

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 1st of August 2011.

Call Rate Terms and conditions

All calls billed in 30 second increments. Prices are quoted including GST. [1] Discounted Globalstar Satellite rates are offered in recognition of the reduced satellite coverage and are valid until 31st December 2011. Valid for Globalstar handsets only. [2] Contract term on the Globalstar network is one month and \$100 connection fee waived until 31st December 2011. 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. [4] Cellular calls when SIM card is used in a dual mode Globalstar GSM phone or a GSM only phone.

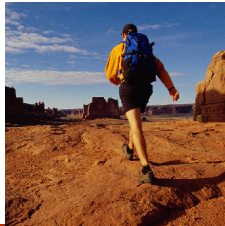
Value added services Terms and Conditions

All calls are billed in 30 second increments unless otherwise indicated. Prices are quoted including GST. [5] Cellular calls when SIM card is used in a dual mode Globalstar GSM phone or a GSM only phone. [6] The THRUconnect component of this service may be withdrawn at anytime. [7] 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.

Plan	Monthly Access Fee	Included Calls	Iridium Satellite calls per 30 sec*	Globalstar Satellite calls per 30 sec*	Globalstar Discounted Satellite calls ¹	Cellular GSM Calls per 30 sec ⁴
Pivot 25 ² flagfall	\$25	\$0	90c	90c	45c	30c
Pivot 35 ² flagfall	\$35	\$10	75c	75c	37.5c	30c
Pivot 50 ² flagfall	\$50	\$25	60c	60c	30c	22c
Pivot 70 ² flagfall	\$70	\$50	60c	60c	30c	21c
Pivot 99 ² flagfall	\$99	\$79	30c	30c	15c	20c
Group 55 ^{2,3} flagfall	\$55	\$35	50c	50c	25c	22c

1/2 Price

Globalstar Call Rates
until 3.1.12.11

Value Added Services

Rates apply to Globalstar and Iridium networks unless otherwise stated.

Special calls & Value added Services	Satellite calls	Cellular GSM calls ⁵
Pivotel Customer Care (1300 882 448)	FREE	FREE
Directory assistance (1223) ⁶	Charged at applicable satellite rates plus \$2 connection fee	Charged at applicable GSM rates plus \$2 connection fee
Directory assistance with THRUconnect ⁷	Charged at applicable satellite rates plus \$2 connection fee	Charged at applicable GSM rates plus \$2 connection fee
International directory assistance (1225)	Charged at applicable satellite rates plus \$2 connection fee	Charged at applicable GSM rates plus \$2 connection fee
Calls to 19xx numbers	Charged at advertised retail rate plus 18% extra charge plus applicable satellite rates	Charged at advertised retail rate plus 18% extra charge plus applicable GSM rates
Calls to 1800 numbers	Charged at applicable satellite rates	Charged at applicable GSM rates
Calls to 13/1300 numbers	Charged at applicable satellite rates	Charged at applicable GSM rates
Voicemail - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at applicable satellite rates FREE	FREE Charged at applicable GSM rates FREE
SMS text messaging - outgoing (mobile originated) - incoming (mobile terminated)	33c (Globalstar) and 50c (Iridium) per message FREE	25c per message FREE
Call Forwarding (within Australia)	Globalstar: 9.9c per 30 secs Iridium: Charged at applicable satellite rates	9.9c per 30 sec
Calls to directory assistance (123) ⁷ and information services	\$1.20 per 30 secs plus \$1.20 call connection fee	70c per 30 secs plus \$1.20 call connection fee
Calls made within Australia to Telstra Mobile Satellite or Iridium 8816, 8817	\$2.20 per 30 secs plus \$1.10 call connection fee	\$2.20 per 30 sec plus \$1.10 call connection fee
Iridium Calls made outside Australia to Telstra Mobile Satellite or Iridium 8816, 8817	\$2.00 per 30 secs plus \$1.10 call connection fee excludes GST	Charged at International Roaming rates
Iridium Calls made outside Australia to another Pivotel Iridium service and to fixed and mobile services within Australia	\$1.10 per 30 secs plus 55c call connection fee excludes GST	Charged at International Roaming rates
Incoming calls to a Pivotel Iridium service located outside Australia	\$1.21 per 30 secs	Charged at International Roaming rates