



## CRITICAL INFORMATION SUMMARY

### ISATHUB 18 PLAN (NZD)

#### Information about the Service

The service provided is a Pivotel New Zealand mobile satellite service which uses the Inmarsat geostationary satellite network together with Inmarsat 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: No minimum term on payment of a NZ\$60 connection fee.  
 Included Call Value: Nil.

#### Information about Pricing

Minimum Monthly Charge: NZ\$18.00 per month.  
 Early Termination Charge: The maximum charge for early termination is NZ\$78.00 plus any excess call charges.  
 Cost of a 2 Min Call: NZ\$2.30 to Standard National numbers and Standard National Mobile numbers.  
 Cost of a Standard SMS: NZ\$0.60 each before any discounts to Standard National Mobile numbers.  
 Cost of 1MB of Data: NZ\$5.75 per MB.  
 Incoming Calls: Incoming calls are charged at the same rate as calls made to Standard National 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 0 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 Pivotel Satellite at any time in its sole discretion.

#### Other Information

You can contact us by calling 0508 882 448 (NZ) or +61 1300 882 448 (Aust), emailing us at [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz), by sending a facsimile to +61 7 5630 3088, or you can write to us at Pivotel New Zealand Pty Limited, Locked Bag 100, Southport QLD 4215, Australia.



Information about full terms and conditions, including detailed call pricing information can be found at [http://www.pivotel.co.nz/inmarsat\\_plans.html](http://www.pivotel.co.nz/inmarsat_plans.html). Copies of our Standard Form of Agreement can be downloaded from <http://www.pivotel.co.nz/downloads.html>.

Information about the Pivotel Iridium satellite network coverage in Australia and New Zealand can be found at [http://www.pivotel.com.au/inmarsat\\_nz\\_coverage.html](http://www.pivotel.com.au/inmarsat_nz_coverage.html).

You can monitor your billed and unbilled usage using our secure online environment at [http://www.pivotel.co.nz/self\\_care.html](http://www.pivotel.co.nz/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.co.nz/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 allowance.

You can access our complaint handling procedures by calling us on 0508 882 448 (NZ) or +61 1300 882 448 (Aust), emailing us at [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz), by sending a fax to +61 7 5630 3088, or you can write to us at Pivotel New Zealand Pty Limited, Locked Bag 100, Southport QLD 4215, Australia. Our complaint handling procedures are located on our website at <http://www.pivotel.co.nz/downloads>.

If you are not satisfied with how your complaint has been addressed by Pivotel, you can contact the Telecommunications Industry Ombudsman (TIO) by calling +61 3 8600 8700 (NZ) or 1800 062 058 (Aust), or visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614 (Aust), or you can write to the TIO at PO Box 276, Collins Street West VIC 8007, Australia.

**WARNING:** Satellite International Roaming is supported at the same call rates as calls made from within Australia.

**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 New Zealand Pty Limited in accordance with the requirements of Chapter 4 of C628:2016 *Telecommunications Consumer Protection Code*.