

Rates apply to Inmarsat IsatPhone only. Important: IsatPhone 2 must have firmware version 2.00.03 or higher and IsatPhone Pro must have firmware 5.17.2 or higher to work with a Pivotal SIM. For instructions on how to update your firmware go to <http://www.inmarsat.com/support/> or call Pivotal Customer Care on 0508 882 448.

Plan Name	Isat 35 NZD Min cost over 24 months is \$840	Isat 45 NZD Min cost over 24 months is \$1,080	Isat 80 NZD Min cost over 24 months is \$1,920	Isat 100 NZD Min cost over 24 months is \$2,400	Isat 125 NZD Min cost over 24 months is \$3,000
Monthly Access Fee	\$35	\$45	\$80	\$100	\$125
Monthly Included Value	\$0	\$10	\$50	\$75	\$100
Outgoing Call Cost (Per Minute)	\$2.00	\$2.00	\$1.75	\$1.75	\$1.75
Incoming Call Cost (Per Minute)	\$2.00	N/A	N/A	N/A	N/A
Standard Costs	Unit Pricing Data				
Cost of a 2 minute call before any discounts to standard numbers and standard national mobile numbers:	\$4.00	\$4.00	\$3.50	\$3.50	\$3.50
Cost of a Standard SMS before any discounts to standard national mobile numbers:	60c	60c	60c	60c	60c
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	2 Calls	14 Calls	21 Calls	28 Calls

Note: No minimum term if you choose to pay a \$60 connection fee. Minimum cost will be one month's access fee + \$60 connection fee.

Special Calls & Value Added Services

Pivotal Customer Care (0508 882 448)	FREE
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
Call Forwarding (within New Zealand or Australia)	Charged at applicable satellite rates
Calls to other Pivotal Satellite Phones	Charged at applicable satellite rates
Emergency Calls 111/112	FREE



Miscellaneous Charges

Change of Phone Number	\$33
Bill Reprint Charge	\$10 Per Bill
Late Payment Fee	\$11 Per Month
International Calls & Roaming	Call Customer Care on 0508 882 448

Did you know?

Calling a Pivotal satellite phone number from New Zealand costs up to 10 x less than calling a standard mobile satellite phone number. That's because Pivotal Satellite Phones use standard Australian Mobile numbers.

Source: www.spark.co.nz/shop/landline/pricing/callingrates/as at 25 January 2016
Cost to call Australian Mobile is 60c per minute. Cost to call Iridium, Globalstar, Thuraya is \$7.64 per minute. Cost to call Inmarsat is up to \$12.97 per minute.



Pivotal IsatPhone plans use the Inmarsat Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. All calls are charged in 1 minute increments unless otherwise stated. Prices include NZ GST and are subject to change. Included call value excludes premium calls, calls to special numbers, IDD (international direct dial) calls and premium text. 24 month minimum term applies. Visit www.pivotal.co.nz/coverage for a coverage map. An Inmarsat device is required to access the Pivotal Inmarsat service (see handset pricing). Pivotal may apply call barring where fraudulent use is suspected or for credit control purposes. You will receive a bill by email from Pivotal listing any payments you have made during the billing period, and a summary of your service usage to enable you to keep track of your overall service usage and monthly spend. Itemised billed and unbilled service usage is available in the secure Selfcare website at www.pivotal.co.nz/selfcare. An itemised bill listing all of your service usage events is available on request. You may elect to receive a paper bill by post for an additional fee. Pivotal plans are available to credit approved customers only. Minimum cost over 24 months is \$840 on Isat 35 NZD, \$1,080 on Isat 45 NZD, \$1,920 on Isat 80 NZD, \$2,400 on Isat 100 NZD and \$3,000 on Isat 125 NZD. You may receive a pro-rata access fee charge on your first Pivotal bill, calculated from the actual date of service connection to the date of your first bill. You may choose to waive the minimum term by paying a NZD\$69 contract waiver fee at the time the service is connected.