

New Rates Effective 1st April 2015



Pivotel Globalstar Call Plans

Rates apply to Globalstar Qualcomm phones only.

Pivotel Satellite Plan	Monthly access fee	Monthly included value	Satellite calls	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:
Globalstar Casual Plan <small>Min. cost over one month is \$20.</small>	\$20	\$0	\$0.99 per minute	\$1.98	N/A	0 calls
Globalstar 35 <small>Min. cost over one month is \$35.</small>	\$35	\$20	\$0.99 per minute	\$1.98	N/A	10 calls
Globalstar 70 <small>Min. cost over one month is \$70.</small>	\$70	\$55	\$0.80 per minute	\$1.60	N/A	34 calls

No minimum term and no connection fee if you connect by 30 June 2015!

Value Added Services

Special calls & Value added Services	
Pivotel Customer Care (1300 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 Australia)	Charged at applicable satellite rates
Emergency Calls 000/112	Free

Miscellaneous Charges

General charges	
Change of mobile number	\$33
Bill reprint charge	\$6 per bill
Late payment fee	\$15 per month
International calls & roaming	Call Customer Care on 1300 882 448

Pivotel Globalstar plans use the Globalstar Mobile Satellite Network. Satellite reception limitations and some exclusion zones apply. All calls are charged in 1 minute increments unless otherwise stated. Prices include GST and are subject to change. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included. Included call value excludes premium calls, calls to special numbers, IDD (international direct dial) calls and premium text. 1 month minimum term applies. Visit www.pivotel.com.au/coverage for a coverage map. A compatible Globalstar device is required to access the Pivotel Globalstar service (see handset pricing). Pivotel may apply call barring where fraudulent use is suspected or for credit control purposes. You will receive a bill by email from Pivotel 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.pivotel.com.au/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. Pivotel plans are available to credit approved customers only. Minimum cost over one month is \$20 on the Pivotel Globalstar Casual plan, \$35 on Globalstar 35, and \$70 on Globalstar 70. You may receive a pro-rata access fee charge on your first Pivotel bill, calculated from the actual date of service connection to the date of your first bill.

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