

Service Plans

Rates apply to the Thuraya XT-LITE, XT-PRO and SatSleeve.

Plan Name	Thuraya Casual	Thuraya 30	Thuraya 49	Thuraya 79
Monthly Access Fee	\$16.50	\$30	\$49	\$79
Monthly Included Value	\$0	\$20	\$200	\$400
Outgoing Call Cost (Per Minute)	\$0.99	\$0.99	\$0.99	\$0.99
Once-off Connection Fee	\$35	N/A	N/A	N/A
Minimum Term	1 month Minimum cost over 1 month is \$51.50.	24 months Minimum cost over 24 months is \$720.	6 months Minimum cost over 6 months is \$294.	6 months Minimum cost over 6 months is \$474.
Standard Costs	Unit Pricing Data			
Cost of a 2 minute call before any discounts to standard numbers and standard national mobile numbers:	\$1.98	\$1.98	\$1.98	\$1.98
Cost of a standard SMS before any discounts to standard national mobile numbers:	\$0.50	\$0.50	\$0.50	\$0.50
Cost of 1 MB of data before any discounts:	\$5	\$5	\$5	\$5
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	10 Calls	101 Calls	202 Calls
No minimum term on the Pivotel Thuraya 30 Plan if you choose to pay a \$50 connection fee. Min cost is 1 month's access fee + \$50 connection fee.				

Special Calls & Value Added Services	
Pivotel Customer Care (1300 882 448)	FREE
Emergency Calls 111/112	FREE
Calls to 1800 Numbers	Charged at the plan's applicable outgoing call rate
Calls to 13/1300 Numbers	Charged at the plan's applicable outgoing call rate
Voicemail - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at the plan's applicable outgoing call rate FREE
Call Forwarding (within Australia)	Charged at the plan's applicable outgoing call rate
Calls to other Pivotel Satellite Phones	Charged at the plan's applicable outgoing call rate

Why Pivotel?

- Standard '04' mobile numbers that make your services easy to use and cheaper to call
- Low satellite call rates so you can call when you need to
- Callers to you pay standard call-to-mobile rates
- Dedicated team of satellite experts based in Australia here to support you



Pivotel Satellite Thuraya plans use the Thuraya mobile satellite network. Satellite reception limitations and some exclusion zones apply. Visit www.pivotel.com.au/thuraya-coverage/ for a coverage map. Data is billed in 10kB increments. All calls are charged in 1 minute increments unless otherwise stated. Prices are stated in AUD inclusive of GST and are subject to change. Included call value excludes premium calls, calls to special numbers, IDD (international direct dial) calls and premium text. Pivotel may apply call barring where fraudulent use is suspected, or for credit control purposes. You may choose to waive the minimum term on the Pivotel Thuraya 30 plan only by paying a \$50 contract waiver fee at the time the service is connected. Please refer to the table above for the minimum term and minimum cost for each plan. A \$35 connection fee applies to the Pivotel Thuraya Casual plan. You can suspend your service on the Thuraya Casual plan for \$7.50 per month. There is no time limit for suspension on the Thuraya Casual plan. Suspension is also available on the Thuraya 30 and Thuraya 49 plans for \$10 per month. Services on these plans can be suspended for a maximum of 6 months in any 12 month period. Services that are suspended during their contracted period will have the contracted end date extended by the period the service is suspended. Actual charges may vary on your statement as charges are rounded to the nearest cent before GST is included. A compatible Thuraya device is required to access the Pivotel Thuraya service (see handset pricing). 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. You may elect to receive a paper bill by post for an additional fee. 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. An itemised bill listing all of your service usage events is available on request. Itemised billed and unbilled service usage is available in the secure Selfcare website at www.pivotel.com.au/selfcare. Pivotel plans are available to credit approved customers only.