



## CRITICAL INFORMATION SUMMARY

### INREACH EXPEDITION PLAN

#### Information about the Service

The service provided is a Pivotal Satellite inReach 2-Way Satellite Communicator Service which uses the Iridium low earth orbit satellite network together with inReach customer equipment. Customers can use the service to send and receive messages including text messages, emails and SOS messages and for location based tracking services. The Pivotal Satellite inReach 2-Way Satellite Communicator Service works in conjunction with the Explore Portal, and can be accessed at <https://explore.delorme.com/>.

Minimum Term: There is no minimum term.  
 Included Call Value: Free SOS messages and GEOS emergency response, up to 200 satellite text messages and up to 1,000 satellite tracking points.

#### Information about Pricing

Connection Charge: \$29.95.  
 Minimum Monthly Charge: \$59.95 per month.  
 Early Termination Charge: The maximum charge for early termination is \$89.90 plus any excess usage charges.  
 Cost of a 2 Min Call: Not applicable.  
 Cost of a Standard SMS: Not applicable.  
 Cost of 1MB of Data: Not applicable.  
 Number of Standard Calls: Not applicable.  
 Additional Pricing Information: Satellite text messaging costs \$0.55 for each message submitted from the device, or sent to the device from the Explore Portal. Satellite tracking points cost \$0.18 each. Up to 200 satellite text messages and up to 1,000 satellite tracking points are included in the Minimum Monthly Charge.  
 This inReach plan can be suspended for a monthly fee of \$5.95.

#### Other Information

The Pivotal Satellite inReach Communicator device can operate together with an Apple or Android based Smartphone or tablet. Simply install the free Earthmate app (available on Apple iTunes or Google Play), and transform your Smartphone or tablet into a two-way text-messaging global communications device and a GPS viewer (with the latest terrain and road details).



The Smartphone or tablet is sold separately, and must be connected to a mobile carrier network. The pricing plan for the Smartphone or tablet is provided by the mobile carrier network, and is not part of the Pivotel Satellite inReach 2-Way Satellite Communicator Service.

You can contact us by calling 1300 882 448, emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au), by sending a facsimile to 07 5630 3088, or you can write to us at Pivotel Satellite Pty Limited, Locked Bag 100, Southport QLD 4215.

Information about full terms and conditions, including detailed usage pricing information can be found at <http://www.alwaysinreach.com.au/rates>. Copies of our Standard Form of Agreement can be downloaded from <http://www.alwaysinreach.com.au/downloads>.

Information about the Pivotel Iridium satellite network coverage in Australia can be found at <http://www.alwaysinreach.com.au/coverage>.

It is mandatory that you maintain a current direct debit or credit card authority, and that you have sufficient funds available to meet your payments on the collection day. Failed collections will result in your service being limited until full payment is made. Email billing is mandatory for this plan.

You can monitor your billed and unbilled usage using our secure online environment at [www.pivotel.com.au/info/selfcare](http://www.pivotel.com.au/info/selfcare). Full instructions on how to access and use the Pivotel Selfcare facility are listed at this web address.

You can access our complaint handling procedures by calling us 1300 882 448, emailing us at [mail@pivotel.com.au](mailto:mail@pivotel.com.au), by sending a fax to 07 5630 3088, or you can write to us at Pivotel Satellite Pty Limited, Locked Bag 100, Southport QLD 4215. Our complaint handling procedures are located on our website at <http://www.alwaysinreach.com.au/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 1800 062 058, or visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins Street West, VIC 8007.

**WARNING:** International Roaming: the Pivotel Satellite inReach 2-Way Satellite Communicator Service can be used anywhere in the world. Standard pricing applies regardless of where the service is used.

**WARNING:** Premium Services: the Pivotel Satellite inReach 2-Way Satellite Communicator Service does not support Premium Services.

This Critical Information Summary has been prepared by Pivotel Satellite Pty Limited in accordance with the requirements of Chapter 4 of C628:2012 *Telecommunications Consumer Protection Code*.