

Rates apply to the Inmarsat IsatPhone 2 and IsatPhone Pro.

Important: There is a minimum firmware version requirement needed to be met in order for IsatPhone Pro and IsatPhone 2 to work with a Pivotal SIM. Please refer to <https://www.pivotal.co.nz/knowledge-base/product-tips/isatphone-model-clarification.html> for minimum firmware requirement information for each device, how to upgrade the firmware and other important notes.

Plan Name	Isat 50 NZD Min cost over 12 months is \$600.	Isat 60 NZD Min cost over 12 months is \$720.	Isat 75 NZD Min cost over 12 months is \$900.	Isat 95 NZD Min cost over 12 months is \$1,140.	Isat 115 NZD Min cost over 12 months is \$1,380.	Isat 140 NZD Min cost over 12 months is \$1,680.
Monthly Access Fee	\$50	\$60	\$75	\$95	\$115	\$140
Monthly Included Value	\$0	\$10	\$30	\$50	\$75	\$100
Outgoing Call Cost* (Per Minute)	\$2.00	\$2.00	\$2.00	\$1.75	\$1.75	\$1.75
Incoming Call Cost (Per Minute)	\$2.00	\$0	\$0	\$0	\$0	\$0
Cost of a Standard SMS before any discounts to standard national mobile numbers:	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60
Service Suspension (Maximum of 180 days in any 12-month period)	\$12 per month					
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.						

*For calls made to standard fixed or mobile services within New Zealand or Australia. Note: Calls must be dialled with the country code prefix. For example, to dial the number 555-5555 in Auckland, New Zealand you would dial +64 9 555 5555. To dial the New Zealand mobile number 027 555 5555 you would dial +64 27 555 5555.

Special Calls & Value Added Services	
Pivotal Customer Care (0508 882 448)	FREE
Calls to 1800 Numbers	Charged at the plans applicable outgoing call rate
Calls to 13/1300 Numbers	Charged at the plans applicable outgoing call rate
Voicemail - diversion to voicemail - calls to voicemail retrieval - SMS notification service	FREE Charged at the plans applicable outgoing call rate FREE
Call Forwarding (within New Zealand or Australia)	Charged at the plans applicable outgoing call rate
International calls to standard fixed or mobile services	Refer to www.pivotal.co.nz/international_rates
Calls to other Pivotal Satellite Phones	Charged at the plans applicable outgoing call rate
Emergency Calls 111/112	FREE
Calls to Iridium 8816, 8817 (Per Minute)	\$6.50
Calls to Inmarsat, Thuraya 8821 (Per Minute)	\$3.80

Did you know...

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

Source: <https://www.spark.co.nz/shop/landline/calling-rates/> as at 1st of May 2021. Cost to call an Australian mobile is 60c per minute. Cost to call Iridium, Inmarsat, Globalstar and Thuraya is \$7.64 from a landline and \$18.35 from a mobile phone.



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. 12 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. The provision of the service will continue after conclusion of the minimum term of the contract unless you request, in writing, cancellation of the service. Minimum cost over 12 months is \$600 on Isat 50 NZD, \$720 on Isat 60 NZD, \$900 on Isat 75 NZD, \$1,140 on Isat 95 NZD, \$1,380 on Isat 115 NZD and \$1,680 on Isat 140 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\$60 contract waiver fee at the time the service is connected. Service suspension is available for \$12 per month per service. Services can be suspended for a maximum of 180 days in any 12-month period. Service suspension is only allowed up to 3 times in that 12-month period. Services that are suspended during a contracted period will have the contracted end date extended by the period the service is suspended.