

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 Pivotel SIM.

Please refer to <https://www.pivotel.co.nz/isatphone-model-clarification> 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
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	\$4.00	\$3.50	\$3.50	\$3.50
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
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	7 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.						

*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	
Pivotel 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
Voice mail - 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.pivotel.co.nz/international_rates
Calls to other Pivotel 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 Pivotel satellite phone number from New Zealand costs up to 10x less than calling a standard mobile satellite phone number. **That's because Pivotel 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.



Pivotel 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.pivotel.co.nz/coverage for a coverage map. An Inmarsat device is required to access the Pivotel Inmarsat 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.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. Pivotel plans are available to credit approved customers only. 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 Pivotel 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.