

Critical Information Summary

Information about the service – MobileSat Connect

Description of the Service

The Connect airtime plan is for Optus MobileSat on Inmarsat services. The service uses an Optus MobileSat device and operates on the Inmarsat satellite network. The satellite can only be used on the Inmarsat satellite network.

Minimum Term

You can get the Connect plan on a 12 month contract.

The minimum total cost for the 12 month contract is \$1,557.60. The Connect plan does not have an activation fee.

This plan is not available for use outside Australia.

Charges for other usage types can be found at optus.com.au/standardagreements

Mandatory goods

You need an Optus MobileSat device to use this service. The Optus MobileSat device is only available from Optus and Optus' registered dealers.

The cost of an Optus MobileSat - Voice Only device purchased from Optus starts at \$6,435.00. This device only allows the voice and SMS functionality of the terminal to be used.

The cost of an Optus MobileSat – Voice & Data device purchased from Optus starts at \$7,535.00. This device can use voice, SMS and data functionality associated with the MobileSat terminal.

The cost of an Optus MobileSat Data Key purchased from Optus starts at \$1,100.00. This allows a Voice Only device to be upgraded to a Voice & Data device.

Special Promotions and Bolt-ons

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this service.

Optus Mobile Fair Go™ policy

Optus Mobile Fair Go™ policy applies to 'commercial purpose use' and 'non-ordinary use' of this plan. For further details go to optus.com.au/mobilefairgo

Optus MobileSat Service Important Information

The Inmarsat satellite service is not guaranteed in any location even while in the Inmarsat coverage area. This is because satellite calls require a clear line of sight to an Inmarsat satellite. Obstructions such as buildings, heavy tree coverage or people may restrict the signal. For coverage details please see optus.com.au/coverage

- > To use the Optus MobileSat on Inmarsat service you must be inside Australia or within 200km of the coast of Australia.
- > Emergency dialling is not possible without an active Optus MobileSat SIM card in the device.
- > Satellite calling requires the Australian area code for local landline numbers. E.g. 02 for NSW
- > We cannot guarantee that sending and receiving SMS between other Australian carriers or other international carriers (such as Globalstar or Iridium) will work.
- > Satellite to satellite call cannot restrict Calling Line Identification (CLI)
- > MMS, 1900 services, Premium SMS and Restricted Access services are not available on the Optus Mobilesat on Inmarsat service.
- > You can't use your Optus MobileSat device to make video calls.

Information about pricing

Minimum monthly charge

\$129.80 per month.

Cancellation fees

If you cancel your service before your contract ends, you must pay a cancellation fee. The maximum cancellation fee at the start of your contract is \$934.56. The cancellation fee will decrease during your contract period. If you change your plan before the end of your minimum term, we may charge you a fee. You should contact Customer Service for further information on the fees that may apply in your case.

Plan changes

If you change your plan during your contract term a fee may apply. Contact Customer Service if you would like further information.

Data Usage

The cost of downloading 1MB of data is \$8.59

Mobile Calls

A standard national call to any Australian mobile for 2 minutes costs \$2.84. A standard national call to any Australian landline for 2 minutes costs \$2.24.

The cost of sending a standard national SMS to Australian mobiles is \$0.56 per message up to 160 standard characters.

Included Value

If you restricted your use solely to standard national mobile calls each of 2 minutes of duration you could make 32 calls within the included value.

Paper invoice fee

A paper bill will incur a charge of \$2.00.

Payment processing fee

If you pay by BPay savings or direct debit from a bank account, there are no processing fees. A processing fee applies to payments made by credit or charge card and if you pay at Australia Post. For details go to optus.com.au/payments

Usage Types	Amount (inc. GST)	Plan Inclusion or Included Value/Data Allowance?
Standard calls to Australian/International landlines	\$1.12 per minute	Yes, up to \$92.68
Standard calls to Australian/International mobiles	\$1.42 per minute	Yes, up to \$92.68
Standard national SMS	\$0.56 per 160 characters	Yes, up to \$92.68
Data Charges (charged in 20KB increments)	\$8.59 per MB (minimum 100KB)	Yes, up to \$92.68
Voicemail Deposit	\$1.42 per minute	Yes, up to \$92.68
Voicemail Retrieval	\$0.87 per minute	Yes, up to \$92.68
ISDN Data & Fax Charges	\$8.15 per minute	Yes, up to \$92.68

Other information

For unbilled voice and data usage details of your service, please call **1800 500 269**.

For full details of charges applicable to this service, please visit optus.com.au/standardagreements

Using your service overseas

Charges for using your mobile overseas are more expensive while in GSM mode. To avoid any surprises, see optus.com.au/roaming for information on roaming call and data rates, tips on how to control your spend and details on our data roaming packs.

Customer Service

You can call **1800 500 269** between 9am and 5pm AEST Monday to Friday for assistance and account information.

Customer complaints

If you have any complaints regarding your service, please contact **1800 500 269**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

