

## SAT15

### INFORMATION ABOUT THE SERVICE

#### Description of the Service

The Sat15 is for Thuraya Satellite Postpaid Mobile Services. The service uses a Thuraya satellite handset or device, and operates on the Thuraya satellite network. Depending on the handset or device selected, you can use the service on either the satellite network only, or switch between the Satellite network (Satellite Mode) and Optus 2G network (GSM Mode).

#### Mandatory goods

You need a Thuraya satellite mobile handset or device to use this service. It is possible to bring your own Thuraya Satellite mobile handset for use with this service or you can purchase one from us.

The cost of a Thuraya XT-LITE satellite mobile handset purchased from Optus starts at \$700. This phone can only be used in Satellite Mode. Data is not available on this device.

The Thuraya XT Dual satellite mobile handset purchased from Optus can be used in both GSM and Satellite Mode.

The cost of a Thuraya SatSleeve+ and SatSleeve Hotspot purchased from Optus starts at \$888, and are available for most Apple and Android devices. All SatSleeve devices can only be used in Satellite Mode.

#### Optus Thuraya Service Important Information

The Thuraya Satellite Service is not guaranteed in any location even while in the Thuraya coverage area. This is because satellite calls require a clear line of sight to a Thuraya satellite. Obstructions such as buildings, heavy tree coverage, or people may restrict the signal. For coverage details please see [optus.com.au/coverage](https://optus.com.au/coverage)

- > To use the Thuraya Satellite Service, you must have International Roaming activated
- > When in Satellite Mode, Emergency Dialling is not possible without an active Optus Thuraya SIM card in the handset
- > Emergency Dialling may not be possible while the keypad is locked
- > Emergency Dialling may not operate in all locations or countries overseas when in Satellite Mode
- > Satellite calls are charged in 30 second increments. Data is charged in 10KB increments.
- > Satellite calling requires the Australian area code for local landline numbers. eg 02 for a NSW number
- > When your phone is in Satellite mode, we cannot guarantee that sending and receiving SMS between other Australian carriers or other satellite or international carriers (such as Globalstar, Inmarsat or Iridium) will work
- > Satellite to satellite calls cannot restrict Calling Line Identification (CLI)
- > MMS, 1900 services, Premium SMS and Restricted Access services are not available in Satellite Mode
- > You can't use the Thuraya handset to make video calls

#### Minimum Term

The Sat15 plan is available on a month-to-month contract.

The minimum total cost is **\$15** for the first month.

Charges for other usage types can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

For info on charges if you use your service overseas (roaming) see [optus.com.au/roaming](https://optus.com.au/roaming)

#### 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](https://optus.com.au/mobilefairgo)

## INFORMATION ABOUT PRICING

### Minimum monthly charge

\$15 per month.

### Cancellation fees

There are no cancellation fees on this plan.

### Data usage

The cost of downloading 1MB of data in Satellite Mode is \$2.50.

The cost of downloading 1MB of data in GSM mode is \$9.90.

### Mobile calls

A standard national call to any Australian mobile for 2 minutes, while in Satellite Mode costs \$1.90, with no flagfall, or \$2.24 including flagfall in GSM mode.

The cost of sending a standard national SMS to Australian mobiles while in Satellite Mode is 50c per message up to 160 standard characters or 25c in GSM mode.

### Payment processing fee

If you don't pay by direct debit (bank account or credit card) or BPay savings, a payment processing fee will apply. For details go to [optus.com.au/payments](https://optus.com.au/payments)

USAGE TYPES	AMOUNT (INC. GST)	INCLUDED IN YOUR MONTHLY FEE?
<b>USAGE TYPES WHILE IN SATELLITE MODE</b>		
Standard national voice calls to Australian mobile and fixed line numbers (charged in 30 sec increments)	\$0.95 per minute with no flagfall	X
Standard national SMS	50c per SMS up to 160 characters	X
Calls to international and other satellite numbers	\$6.50 per minute plus 40c flagfall	X
Data charges (charged in 10KB increments)	\$0.025 per 10KB (\$2.50 per 1MB)	X
Voicemail deposit and retrieval	\$0.95 per minute with no flagfall	X
<b>USAGE TYPES WITHIN AUSTRALIA, WHILE IN GSM MODE</b>		
Standard national voice calls to Australian mobile and fixed line numbers	\$0.92 per minute plus 40c flagfall	X
Standard national SMS	25c per SMS up to 160 characters	X
Standard national MMS	50c per MMS	X
Data charges (charged in 1KB increments)	\$0.015 per KB until you reach \$9.90 in usage. Free usage thereafter up to 5MB. Excess Data Charges after 5MB are \$0.003 per KB	X
Voicemail deposits	\$0.05 (untimed)	X
Voicemail retrievals	\$0.60 per minute	X
<b>INTERNATIONAL USAGE TYPES FROM AUSTRALIA, WHILE IN GSM MODE</b>		
International SMS	50c per SMS up to 160 characters	X
International MMS	75c per MMS	X
> Charges for other usage types can be found at <a href="https://optus.com.au/standardagreements">optus.com.au/standardagreements</a> > For info on charges if you use your service overseas (roaming) see <a href="https://optus.com.au/roaming">optus.com.au/roaming</a>		

## 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](https://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](https://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 **1300 756 021** between 8am and 7pm AEST Monday to Friday, and between 9am and 5pm AEST on Saturday 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**.