CRITICAL INFORMATION SUMMARY

INMARSAT Isatphone PRO & Isatphone 2 - Pre-Paid Plans

The service:

Inmarsat Pre-Paid Satellite Plans are a Global Satellite Service that can be used at the same burn rate anywhere in the world that the Inmarsat Global Satellite Service provides coverage for. Please refer to the Inmarsat coverage maps for full coverage details at *http://mglsat.com/product_images/Brochures/Inmarsat-Alphasat-Coverage-October-2013.jpg*

Bundling:

No handset bundling is provided or permitted with these services.

Mandatory:

You will require an Inmarsat Isatphone PRO or Isatphone 2 satellite phone to use this service and an Inmarsat "Pre-Paid" Activated SIM card for the GSPS network that these handsets operate on. You will be required to bring your own handset or you can purchase a handset outright to be used on this service, but no handset bundles are permitted. You can purchase a SIM card separately from us or one may be provided to you free depending on your individual circumstances.

Minimum Term:

Expiry periods apply based on your selection of Pre-Paid Airtime blocks being purchased. Please ensure you select the period which suits your individual needs both on length of expiry or airtime usage required.

Important Conditions:

- Purchase of pre-paid airtime credits is only available through www.mglsat.com or the free APP (MGLSAT AIR) available through istore or google play depending on your device

- Roll over of unused credits applies only if you purchase a recharge with 7+ days in advance of the initial expiry period

- No immediate recharges are available through this service, so please plan ahead with pre-paid purchases

- Voice calls are billed in 15 second minimum call durations with 15 Second Billing Increments

- SMS: 160 Characters Equals 1 Message, 1 Message Billing Increment

- Data Service through the IsatPhone Pro and Isatphone 2 is calculated and billed at a Rate of 1.3 Units Per Minute at an approximate speed of 2.4kbps. SMS-to-Email is charged as the standard SMS Rate (See chart)

- Call charges on the attached chart apply globally (There is no separate roaming charges/fees applicable)

- Credits are applied between 24-48 hours of purchase (Please check after 48 hours and report any errors) to 1300 645 000 or email info@mglsat.com

- MGLSAT is not responsible for delays in credits being applied, unused credits being rolled over or failure by you or your representative to allow the minimum 7+ days to ensure rollovers occur

- Expiry periods commence only on successful application by the satellite system to the SIM card, failure by the Inmarsat system to do so in adequate time is not the responsibility of MGLSAT and before purchasing this service you agree and are bound by the Terms & Conditions applicable to the use of this service

- If your SIM card fails to accept recharges, or continues to display errors a free replacement SIM will be issued (Unused credits may be lost in this transfer of SIM arrangement and MGLSAT cannot be held responsible for such loss)

Maximum Monthly Charge:

No applicable for Pre-Paid services. Simply select the pre-paid block of airtime you require.

Early Termination Charges:

Not applicable for Pre-Paid services

Enquires, feedback and complaints:

We are committed to providing you with great service. Please contact us by calling 1300 645 000 or by sending an email to info@mglsat.com if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.   If you wish to contact the TIO, you can do so as follows:

Phone: 1 800 062 058   Fax: 1 800 630 614

Online: http://www.tio.com.au/making-a-complaint

USAGE CHECK

To enable the management and monitoring of airtime usage, please refer to your user manual for free balance checks from the handset.

Isatphone Pro and Isat 2 Pre-Paid Blocks

BLOCK	Expiry	Cost $AUD
Small volume		
25-EXT	30 Days Extension No Credits	$ 89.00
50 Units	30 days	$ 129.00
100 Units	90 days	$ 189.00
200 Units	90 days	$ 329.00
250 Units	180 days	$ 439.00
500 Units	365 days	$ 769.00
1000 Units	365 days	$1,209.00

Call type	Burn Rate Per Min
PSTN/Landline	1.3 units
Mobile/Cell	1.3 units
Per SMS/Text	0.5 units
Voicemail	1.3 units
To IsatPro GSPS	1.3 units
To Isat 2 GSPS	1.3 units
To Iridium	11 units

 * Valid 17 May 2016

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.