

CRITICAL INFORMATION SUMMARY

BGAN (Broadband Global Area Network) - Data-Voice-Text [PRE-PAID] Plans

The service:

Inmarsat BGAN 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 BGAN 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 or equipment bundling is provided or permitted with these services, however data-voice-text bundles are packaged under these prepaid blocks. Please review page 2 for details on the available voice-text-data blocks.

Mandatory:

You will require a BGAN enabled terminal to use this service and an Inmarsat BGAN Pre-Paid Activated SIM card for the network that these devices operate on. You will be required to bring your own BGAN terminal or you can purchase a BGAN terminal outright to be used on this service, but no 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 BGAN Pre-Paid Airtime blocks being purchased. Please ensure you select the period which suits your individual needs both on length of expiry or airtime and data usage required.

Important Conditions:

- Purchase of BGAN pre-paid airtime credits are only available through www.mglSAT.com or the APP (MGLSAT AIR) available for download free through store or google play depending on your device
- Unused credits will roll-over with this BGAN Pre-paid service provided the recharge is done 5 days before expiry on a valid and correct SIM card, any recharges completed within 5 days risk non-application and roll over of credits
- No immediate recharges are available through this service, so please plan ahead with BGAN pre-paid purchases
- Prices subject to change without prior notice (Customer warning always attempted at earliest possible opportunity)
- Minimum chargeable data session size is 50 kb transmitted and 50 kb received data (Sum of 100 kb = 102400 bytes)
- Rounding duration for data is 10kb. Rounding is done separately for incoming & outgoing traffic.
- Charges on the attached chart apply globally (There is no separate roaming charges/fees applicable)
- Credits are applied automatically 24-48 hours from 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
- 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 pre-paid credits may be lost in this transfer of SIM and MGLSAT cannot be held responsible for such loss)
- You have a 30 day grace period to top up your SIM card, if after this time no top up has been processed the SIM card will be de-activated – A re-activation fee of \$100 (AUD) will be charged on all de-activated SIM cards
- If a SIM is de-activated within the minimum duration period, there is no refund on the unused prepaid amount
- Upgrades and down grades from one rate plan to another are not permitted unless the SIM has been de-activated
- All packages are on individual SIMs and cant be dispersed amongst numerous SIM cards
- Streaming and ISDN services are available on request and must be made at time of activation

Important Conditions (Continued):

- Cutting off Prepaid Calls in Progress:
 - A warning beep on all voice calls (low balance & zero balance)
 - No warning when downloading data. The data will be cut off in the middle of any download so check balances before commencing any important downloads.

Maximum Monthly Charge:

Not applicable for Pre-Paid services. Simply select the pre-paid block of airtime you require.

Early Termination Charges:

Not applicable for BGAN 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-CONTROL

To enable the management and monitoring of airtime/data usage, please refer to your user BGAN Terminal device user manual. Data restrictions can be applied to the device for operation and reducing costs. Third party software is also available to enable data management and cost reductions. Please contact us for advice if unsure.



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No Activation Fee

BLOCK	Expiry	Cost \$ AUD	Unit usage rates (per min)				
			IP Per MB	Voice Fixed PSTN	Voice Cellular	BGAN	Voicemail
50 Units	90 days	\$ 209.00	10 Units	1 unit	1.2 units	1.5 units	1 unit
500 Units	180 days	\$ 629.00					
1000 Units	12 months	\$ 1,199.00					
2500 Units	12 months	\$ 2,899.00					
5000 Units	12 months	\$ 5,799.00					

Other Service Rates

Other Service Rates

Mobile to Mobile Units Per Minute												
Service	Other	Inmarsat B	Inmarsat M	Mini M	Inmarsat GAN	Inmarsat FLEET	Inmarsat SWIFT	AERO	Iridium	GlobalStar	Thuruya	SMS
BGAN	6.9	3.4	2.9	2.5	2.5			4.9	5.7	5.7	4.0	0.5
Mobile to Mobile Units Per Minute												
Service	32k	64k	128k	176k	256k	HDR Half/64K	HDR Half/Half	384K	HDR Full/64K	HDR Full/Half		
Streaming Speed	3.6	6.9	12.0	17.0	20.7	20.7	28.0	29.0	32.0	38.0		

* Valid 1 October 2016