



Electrotech
AUSTRALIA

Electrotech Australia Pty Limited
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37/9 Powells Road Brookvale
P.O. Box 7238, Warringah Mall
NSW 2100
Telephone +61294666812
Facsimile +61299056318

E-Mail: { service@electrotech.net.au or
sales@electrotech.net.au

Website: www.electrotech.net.au

Critical Information Summary

Each Airtime Rate sheet contains information about the service (a description of exactly what's on offer including the minimum length of the contract and what is and is not included).

Information about pricing

The rate sheets also include the minimum monthly charges (as detailed in the monthly subscription section together with early termination fees (these simply amount to the total of the monthly subscription fees for the remainder of the minimum contract term or a pro-rata'd subscription fee for the proportion of the current calendar month used). The maximum fee for any month will be determined by the monthly subscription (charged in arrears) together with any usage fees as laid out in the rate schedule and determined by actual usage. The cost of a 2-minute call; an SMS and a Megabyte of data are clear for each plan on the rate sheet.

Other Information

Charges and usage alerts: -

1/ Usage information and data is available on request from inmarsatp@electrotech.net.au a fully itemised call data record will accompany any post-paid plan invoice.

2/ Instructions on setting usage alerts are available at <http://www.electrotech.net.au/products/marine-communications/satellite-2/fleet-broadband/fbb-minimise-data-usage-avoid-bill-shock>

3/ Minimum call durations and data flag falls; billing increments; activation and suspension fees are listed for each plan.

4/ Our satellite services extend globally, and fees remain the same from any location (i.e. no global roaming fees). Exceptions to this are with our Iridium service where details of additional costs are detailed for each plan. In addition, the Inmarsat Fleet One airtime service plans include details of out of region charge rates (for "Coastal" plans).

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To assist you in knowing if you are approaching the boundary or whether you are in or out of region we provide a map and there are apps available here <https://itunes.apple.com/cz/app/inmarsat-fleet-one/id1076503967?mt=8> for apple devices and <https://play.google.com/store/apps/details?id=com.inmarsat.android.fleetoneapp&hl=en> for android ones.

5/ Please also see our airtime terms and conditions at:
<http://www.electrotech.net.au/service/airtime-inmarsat-2>

Customer Service Details

6/ For further information or assistance, please contact our airtime support personnel at ph: +61(0)2 9466 6812 or inmarsatsp@electrotech.net.au .

7/ If you wish to make a complaint, please contact our complaints resolution team at inmarsatsp@electrotech.net.au .

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Electrotech Australia Pty Ltd you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a) Calling 1800 062 058 ; or
- b) e-mailing to tio@tio.com.au ; or
- c) Faxing to 1800 630 614; or
- d) By post to PO Box 276, Collins Street West, VIC 8007