



## WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

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## **WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES**

We hope the information below will assist you with the use of our services.

### **1 MANAGING YOUR SPEND**

If you are a consumer using PostPaid voice or data services (excluding VSAT users), we will help you control your spend by providing you with notifications via email (at no additional cost) when you reach limits predefined by yourself (the customer) with the addition of a Default Account Automatic suspension when the limit reaches AUD\$5,000.00 inclusive of any allowance that is included in your satellite phone plan.

Usage notifications do not occur in real time but with a delay of not more than 48 hours after you have reached the respective thresholds.

Spend controls rely on third party billing data being supplied by the relevant Network and the timeliness of this data cannot be guaranteed. Irrespective of any spend controls being applied, the customer assumes full and complete liability for all airtime used in any given calendar month. The customer accepts and understands that should the default or amended 'Account Automatic Suspension (Maximum Spend) Value' be reached, the FleetBroadBand service will be automatically suspended until such time as SatComms approves and processes the manual resumption of the FleetBroadBand service.

If you are concerned about excess data usage you may wish to take advantage of an alternative PrePaid plan. These plans are available on most but not all SatComms products and can be discussed with your sales representative when choosing your plan. Our sales team are here to help and will be able to provide information on minimising the risks of high data usage with you.

*Estimate your data usage:*

The table below may be of assistance to gain a better understanding of how voice and data services are charged. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used and other factors. The information below is a guide only and cannot be relied upon to gauge data usage on all satellite services. Please discuss usage rates particular to your chosen service with your sales representative or alternatively contact SatComms Support team on 1300 859 632 (International +61 7 5439 1888) for further information. Alternatively, refer to SatComms Terms and Conditions included in the Service Activation Request Form for details of usage particular to your service.

Service	Unit of Consumption	Minimum Usage	Increments
Standard IP data	Megabyte	100 kilobytes	20 kilobytes
Streaming data	Minute	30 seconds	5 seconds
Voice	Minute	30 seconds	15 seconds
ISDN	Minute	30 seconds	15 seconds
SMS	Per message	1	1
Activation	Per SIM	-	-
Subscription	Per month per SIM	24 months (or as per section 2.1)	Monthly

## 2 YOUR NETWORK

Your service is provided using the network particular to your service. For example the Inmarsat IsatPhone Pro uses the Inmarsat network where the Iridium range of services utilise the Iridium network. Should you have queries regarding which network you use, please speak with either your sales consultant or contact our Support team:

### **Within Australia**

**Phone:** 1 300 859 632 (free call)

**Fax:** 1800 303 701

[support@satcomms.com.au](mailto:support@satcomms.com.au)

### **International**

**Phone:** +61 7 5439 1888

**Fax:** +61 2 8208 7340

[support@satcomms.com.au](mailto:support@satcomms.com.au)

SatComms Australia is acting as an authorised service provider for selected satellite networks and we will be there to help in case you have any feedback or queries.

To learn more about the coverage that your satellite network offers, please refer to the coverage map(s) link below. Please note that actual coverage depends on numerous factors, including geographical location and obstructions. The Airtime Services are subject to the availability and capacity of the applicable satellite network. These networks may be limited or temporarily unavailable for reasons beyond the control of SatComms Australia and as such, SatComms Australia bears no liability for the quality or level of service provided by the applicable satellite network.

Coverage maps are available via product from SatComms website [www.satcomms.com.au](http://www.satcomms.com.au) or follow this link: [http://www.satcomms.com.au/content/product\\_selector/all](http://www.satcomms.com.au/content/product_selector/all)

## 3 PAYING US

### *Your bill:*

We will bill your monthly plan in advance and usage charges in arrears and your bill will be sent to you via your choice of either email or mail. Any usage not available for invoicing at the time of billing will appear on subsequent invoices. In certain circumstances, SatComms Australia reserves the right to raise interim invoices.

Your invoice will contain SatComms business details, including name, address, contact details and ABN along your (the Customer) full name and address details. The invoice date will be clearly displayed along with the period covered for the particular invoice. Each billing item shown on the invoice will be displayed as an individual item. Subscription charges and call classes are also displayed as individual items. The ex GST prices are shown for each item and aggregated GST appears separately. Bank account details are clearly shown on the lower left of each invoice.

You can pay your bill via bank transfer or credit card. SatComms Australia has an administration fee on payments via credit cards. For Visa and Mastercard the fee is 1.5%. For AMEX the fee is 3.5%.

Payment for all invoices is within 14 days from the date of the invoice, unless by prior arrangement with SatComms Australia. The Customer must notify SatComms Australia of any disputes pertaining to an invoice within 14 days of the date of that invoice, otherwise the Subscriber is deemed to have accepted the charges.

*Financial hardship:*

Our financial hardship policy is available here: [Financial Hardship Policy \(PDF\)](#)

#### 4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, satellite phone etc., SatComms offer the manufacturer's statutory warranty which is product specific and to which the Customer is entitled under the Competition and Consumer Act. SatComms will assist with any warranty matters on your behalf with the manufacturer. Specific warranty information can be found on the manufacturer's website or you can contact SatComms Support on 1300 732 517 (International +61 7 5439 1888).

#### 5 POST SALES SUPPORT

Post-sales support is available, at no cost, for any SatComms customer via the below contact methods:

**Within Australia**

**Phone:** 1 300 859 632 (free call)

**Fax:** 1800 303 701

[support@satcomms.com.au](mailto:support@satcomms.com.au)

**International**

**Phone:** +61 7 5439 1888

**Fax:** +61 2 8208 7340

[support@satcomms.com.au](mailto:support@satcomms.com.au)

#### 6 DEALING WITH US

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form: [Appointment of Authorised Representative \(PDF\)](#)

#### 7 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here: [Complaint Handling Process - Summary \(PDF\)](#)