

Date (DD/MM/YY)	<input type="text"/> / <input type="text"/> / <input type="text"/>	Dealer Code (If applicable)	<input type="text"/>
Account Number (Existing customers only)	<input type="text"/>	Promo Code (If applicable)	<input type="text"/>

**Your Information:** If you're an individual or sole trader you can skip the fields that are not applicable.

Primary Contact (Full Name)	<input type="text"/>	Street Address	<input type="text"/>
Date of Birth (DD/MM/YYYY)	<input type="text"/> / <input type="text"/> / <input type="text"/>	Suburb	<input type="text"/>
Company Name (If applicable)	<input type="text"/>	Trading Name (If applicable)	<input type="text"/>
NZBN (If applicable)	<input type="text"/>	Industry	<input type="text"/>
Telephone Number (Daytime)	<input type="text"/>	Mobile Number	<input type="text"/>
Email Address (Primary Contact)	<input type="text"/>	Postcode	<input type="text"/>
		Country	<input type="text"/>
News & Special Offers	<input type="checkbox"/> I would like to receive news and special offers from Pivotel.	Billing Address	<input type="text"/>
		Suburb	<input type="text"/>
		Postcode	<input type="text"/>
		Country	<input type="text"/>
		Email Address (Billing/Accounts)	<input type="text"/>

**Your Identification:** Please provide 100 points of ID. Do not forget to choose a Passcode for your account so we can identify you when you make account enquiries.

Licence Number (70 Points)	<input type="text"/>	Expiry Date (DD/MM/YY)	<input type="text"/> / <input type="text"/> / <input type="text"/>	ID Sighted	<input type="checkbox"/> Bank/Credit Card (40 Points)	<input type="checkbox"/> Rates/Utilities Notice (30 Points)
Licence Version Number	<input type="text"/>			Other	<input type="text"/>	
Passport Number (70 Points)	<input type="text"/>	Expiry Date (DD/MM/YY)	<input type="text"/> / <input type="text"/> / <input type="text"/>	Passcode (Numbers only, no spaces)	<input type="text"/>	

**Employment Information:** For individual or sole trader applications only.

Type of Employment	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Temporary	<input type="checkbox"/> Casual	<input type="checkbox"/> N/A	Source of Income	<input type="checkbox"/> Employment	<input type="checkbox"/> Government	<input type="checkbox"/> Investment	<input type="checkbox"/> Business	
						Other	<input type="text"/>				

**Credit Card Information:** Your credit card will be charged on the due date shown on your invoice for monthly postpaid services/airtime.

Card Type	<input type="checkbox"/> Mastercard	<input type="checkbox"/> Visa	Card Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Card Holders Name	<input type="text"/>			Expiry Date (MM/YYYY)	<input type="text"/> / <input type="text"/>	CCV	<input type="text"/>

**Satellite Service & Equipment:** Information about the service and equipment you're applying for.

Satellite Network	<input type="checkbox"/> Iridium	<input type="checkbox"/> Inmarsat	<input type="checkbox"/> Globalstar	Plan Type	<input type="checkbox"/> Postpaid	<input type="checkbox"/> Prepaid	Equipment Provider	<input type="checkbox"/> Pivotel	<input type="checkbox"/> Other
	<input type="checkbox"/> Starlink	<input type="checkbox"/> OneWeb	<input type="checkbox"/> Intelsat	Make & Model of Hardware	<input type="text"/>				
Service Type	<input type="checkbox"/> Voice	<input type="checkbox"/> Land IP	<input type="checkbox"/> Maritime	<input type="checkbox"/> Tracertrak	IMEI/ESN	<input type="text"/>			
Service Plan/Profile	<input type="text"/>			Service Address/Vessel Name	<input type="text"/>				
SIM Number	<input type="text"/>			Requested Activation Date	<input type="text"/>	Cost Centre (If applicable)	<input type="text"/>		

**Tracertrak Portal Administrator Details:** Only applicable for Pivotel's Tracertrak services.

Full Name	<input type="text"/>	Email Address	<input type="text"/>
Mobile Number	<input type="text"/>	GEOS Response	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Terms of Application**

You agree that this is an application by you to Pivotel New Zealand Limited ('Pivotel') for connection to and the supply of telecommunications services (the 'Pivotel Service'). You acknowledge that Pivotel may decline your application without providing you a reason. You agree that if your application is accepted by Pivotel your use of Pivotel Services will be according to Pivotel's Standard Agreement (a summary of the material terms of which have been provided to you). You acknowledge that you have read the summary, which includes information relating to you discontinuing your use of Pivotel Services either prior to, at the end of, or any time after the end of your initial term. The summary also advises that fees and charges are payable by you during your agreement with Pivotel, and upon termination if you terminate before the end of your initial term. You can obtain a copy of Pivotel's Standard Agreement from Pivotel upon request, or by visiting [www.pivotel.co.nz](http://www.pivotel.co.nz). The acknowledgement below sets out the initial term of your agreement with Pivotel. By signing below you acknowledge that the items below have been properly explained to you and that you have read and agreed to be bound by the terms of this application and, if accepted, by Pivotel's Standard Agreement. You acknowledge that your agreement to be bound applies even if you are attempting to port a number and the port fails. Additionally you warrant that the information you have provided to Pivotel as set out in this application is accurate. If your application is accepted, you consent to Pivotel using your personal information in accordance with the terms of Pivotel's Standard Agreement. Your application will be deemed accepted upon your connection to the Pivotel Service.

I have been provided a schedule of the main rates for my selected **Pivotel Service Plan**. I have read, understand and agree to the **Pivotel Privacy Policy**. I understand that my application for service is subject to the **Terms of Application** shown on this **Service Application** and the **Pivotel Standard Agreement**. I acknowledge that the coverage limitations have been explained. I understand there is a minimum cost associated with my application for service which includes any activation fee and the monthly charges for the minimum term of my contract. I understand the provision of the service will continue after conclusion of the minimum term of my contract and that the obligation to cancel my service rests solely with me.

Postpaid Services Only	I acknowledge that the initial minimum term of my contract with Pivotel will be for	<input type="text"/> Months	<input type="checkbox"/> Month-to-month	Activation Fee (If applicable)	<input type="text"/>
	(From the date my service is connected to the network)				

Name of Applicant (Please Print)	<input type="text"/>	Applicant's Signature	<input type="text"/>	Date (DD/MM/YYYY)	<input type="text"/> / <input type="text"/> / <input type="text"/>
Name of Salesperson (Please Print)	<input type="text"/>	Salesperson's Signature	<input type="text"/>	Date (DD/MM/YYYY)	<input type="text"/> / <input type="text"/> / <input type="text"/>

## IMPORTANT NOTICE TO APPLICANT(S) FOR CREDIT

### Notice of disclosure of your credit information to a credit reporting agency (Privacy Act 1993)

#### Credit Related Information

When we collect personal information about you that we are likely to disclose to a credit reporting agency, you should be aware of the following matters:

- the credit reporting agency may include your credit information in reports provided to service providers to assist them to assess your credit worthiness;
- if you fail to meet your payment obligations in relation to consumer credit provided by us or commit a serious credit infringement, we may be entitled to disclose this to the credit reporting agency;
- you may obtain our policy about the management of your credit related personal information, and you can access the credit reporting agency's policy about the management of credit related personal information by contacting the credit reporting agency;
- you have a right to access your credit information from us, and to request us to correct that information;
- you can make a complaint to us and we will handle your complaint in accordance with our complaints handling policy;
- you have a right to request the credit reporting agency not to use your credit reporting information for the purposes of pre-screening of direct marketing by a service provider; and
- you have the right to request the credit reporting agency not to use or disclose credit reporting information about you, if you believe on reasonable grounds that you have been, or are likely to be, a victim of fraud.

Pivotel is bound by and complies with the telecommunications privacy rules set out in the Telecommunications Information Privacy Code 2003, the Privacy Act 1993, and the Telecommunications Act 2001.

#### How to Contact Us

You can contact Pivotel by ringing our Customer Care team on 0508 882 448, or by sending an email to [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz). If you need to write to us, our contact details are:

Pivotel New Zealand Limited  
79 The Esplanade  
Petone 5012  
New Zealand

#### SUMMARY OF STANDARD AGREEMENT FOR PIVOTEL SERVICE

1) This is a summary of the terms and conditions for your Pivotel Service. The full terms and conditions are contained in Pivotel's Standard Agreement which is available on request from Pivotel New Zealand Limited NZBN 9429033338835 ('Pivotel'), and at [www.pivotel.co.nz](http://www.pivotel.co.nz). The Standard Agreement is binding on you.

2) The Pivotel Service may include access to any of the following Services, all of which are acquired by you from Pivotel:

- a) single mode Globalstar voice and data services (the 'Globalstar Service');
- b) single mode Iridium voice and data services (the 'Iridium Service');
- c) single mode Inmarsat voice and data services (the 'Inmarsat Service');
- d) Inmarsat high speed IP data services (the 'Inmarsat IP Data Service');
- e) single mode Thuraya voice and data services (the 'Thuraya Service');
- f) Thuraya high speed IP data services (the 'Thuraya IP Data Service');
- g) high bandwidth VSAT fixed satellite services using the VSAT network (the 'VSAT Service');
- h) satellite machine to machine messaging services, provided using the Pivotel Network (the 'Globalstar Simplex Service'), the Iridium Network (the 'Iridium Short Burst Data Service'), and the Inmarsat Network (the 'Inmarsat IsatDataPro Service');
- i) personal satellite communication messaging services (the 'Personal Satellite Communications Service');
- j) Internet based tracking and telemetry services (the 'Tracertrak Service');
- k) high bandwidth fixed or mobile satellite services using the Starlink network (the 'Starlink Service');
- l) high bandwidth fixed or mobile satellite services using the OneWeb network (the 'OneWeb Service');

3) The single-mode Globalstar handset can only access the Satellite Service,

4) Iridium, Inmarsat and Thuraya handsets can only access the Satellite Service. The single-mode handset requires one SIM card for the Satellite Service.

5) In order to make and receive calls using the Satellite Service, the handset satellite antenna must be extended upwards towards the sky and you must have a clear view of the majority of the sky. The Satellite Service provides coverage across mainland New Zealand, mainland Australia, Tasmania and up to 500 nautical miles out to sea depending on the type of satellite technology chosen. The Iridium Service, and the Inmarsat Service are a global services. Some exclusion zones and coverage restrictions apply.

6) The Globalstar Simplex Service, Iridium Short Burst Data Service and the Inmarsat IsatDataPro Service are all store and forward satellite messaging services. Depending on the capability of the device.

7) The Inmarsat IP Data Service, Thuraya IP Data Service, VSAT Service, Starlink Service and OneWeb service are all high-speed data services. Compatible devices must be used to access the relevant Satellite Service.

8) The Personal Satellite Communications Service and the Tracertrak Service combine an Internet based tracking, monitoring and messaging system together with devices connected to the relevant Satellite Service depending on the capability of the device. An Emergency Response Service may be provided in conjunction with these services.

9) When you acquire the Satellite Service, you are liable for and must pay the satellite airtime charges billed at the satellite rates for your particular service package. Your service package may include messaging charges and monthly access charges in addition to airtime charges. When the service is used outside of New Zealand.

10) When receiving calls whilst using the Satellite Service, the calling party will pay the usual charges for calls made to a mobile handset. When using Globalstar mode on some Pivotel pricing plans, you must pay charges for calls you both make and receive. For these pricing plans, ordinary calls received by you in Satellite mode will be billed to you.

11) You agree that Pivotel may receive or disclose personal information or documents about you for the following purposes:

- a) to a credit reference agency to obtain a consumer credit report about you and or to allow the credit reporting agency to create and maintain credit information about you. This information may be given before or during the provision of credit to you;
- b) a credit reporting agency may disclose personal information from your consumer credit information file to Pivotel for the purpose of assessing an application for commercial credit by you and for the purpose of collection of payments that are overdue in respect of any commercial credit provided by Pivotel;
- c) Pivotel may exchange information about you with another credit provider to assess an application by you for credit, to notify other credit providers of a default by you, to assess the status of this loan whether you are in default with other credit providers, and to assess your credit worthiness. You acknowledge that the Information exchanged can include anything about your credit worthiness, credit standing, credit history or credit capacity that the credit providers are allowed to exchange under the Privacy Act 1983; and
- d) Pivotel may disclose personal information or documents about you to Law Enforcement agencies to assist in the prevention of criminal activities.

12) Pivotel may require a security deposit from you depending on Pivotel's assessment of your creditworthiness. The Standard Agreement sets out circumstances and terms under which a security deposit is required and managed by Pivotel.

13) If you request us to, or we validly discontinue your connection within your initial term, you must pay us:

- a) the access charges for the remaining months of the initial term;
- b) an early termination fee as set out in the tariff which forms part of the Standard Agreement (Tariff); and
- c) all outstanding fees and charges payable by you for the Pivotel Service.

14) We will invoice you for the Pivotel Services in accordance with the pricing plan you have selected on your application form. You can obtain a copy of our fees and charges for this pricing plan from us upon request by calling our Customer Care team on 0508 882 448. We may vary these fees and charges from time to time.

15) Unless otherwise agreed, we will invoice you monthly and email a copy of your invoice to your nominated email address. You must pay each invoice within 14 days from the date of the invoice (unless you have arranged with us to pay your invoices by direct debit or credit card). We may charge you interest on overdue accounts and a late payment fee which is set out in the Standard Agreement (Tariff). You will be responsible to pay for all calls made using the Pivotel Service even if you did not make them.

16) You can review your invoices online, and monitor your unbilled usage at [www.pivotel.co.nz/selfcare](http://www.pivotel.co.nz/selfcare) or you can call Pivotel customer care. For calls made in New Zealand, there will normally be a 24 – 48 hour delay between when you use your service, and when your unbilled usage will be available for review in the online Selfcare tool. Calls made whilst roaming overseas may take even longer to become available. You will be responsible to pay for all calls made using the Service even if you did not make them.

17) Although we will take all reasonable steps to make sure you receive the Pivotel Service within the relevant coverage area for the Service, the Pivotel Service is not free from faults or interruptions. Certain factors, such as network congestion, satellite or satellite gateway downtime and maintenance, and obstructions or interference such as that encountered in buildings may mean you will not receive the Pivotel Service in certain areas at certain times we were at fault.

18) We retain ownership of the SIM card if one is provided for your Pivotel Service. You must return this to us upon disconnection of the Pivotel Service. We may charge you a SIM card replacement fee if you fail to return the SIM card within 30 days from disconnection. Please inform us immediately if you lose, or damage is caused to, your SIM card. We will then disconnect or bar your connection (you will be responsible for all usage charges up to that time) until the SIM card is replaced or repaired. We may charge you a SIM replacement fee unless we were at fault.

19) If you have a complaint about your Pivotel Service you should try to resolve it first with Pivotel by contacting us on 0508 882 448, or informing us by email to [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz), or by writing to us at Pivotel New Zealand Limited, 79 The Esplanade Petone 5012 New Zealand.

20) You have rights under the Fair Trading Act 1986. Subject to that Act, we are not liable to you for any breach of any express or implied terms, conditions or warranties. Where we are unable by law to exclude our liability, but we are permitted to limit our liability, our liability for such breaches is limited, at our choice, to:

- a) if the breach relates to goods, the replacement or repair of the goods;
- b) if the breach relates to services, the re-supply of those services, or paying for the cost of having those services re-supplied.

21) You cannot assign your Pivotel Service agreement without our consent. We can assign or novate the agreement to our nominee.

22) There are certain events that may result in us suspending, restricting or disconnecting your Pivotel Service. These events are set out in the Standard Agreement.

23) We may vary the terms of the Standard Agreement from time to time. If the variation is detrimental we will advise you of the variation by placing a notice in your bill or otherwise writing to you.