

# Critical Information Summary

## Residential Internet-Only Service

### Information About the Service

#### Service Description

These are fixed broadband internet services delivered using either fibre-to-the-premises or fibre-to-the-node (FTTx) network infrastructure. Pivit delivers these services to your communications cabinet; this is our network boundary point.

#### Availability

Pivit's broadband internet services are available within our FTTx network infrastructure areas along with some other areas. Unless your premises is already connected to Pivit's network infrastructure you will also need to apply for installation of a lead-in cable (from the street to your premises). Pivit can coordinate this installation and will provide a quotation if required. A service establishment charge applies to establish all Pivit broadband internet services.

#### Minimum Term

Pivit's, broadband internet services are supplied on a month-to-month, 12 month or 24 month contract term.

#### Bundling Arrangements

Supply of this service does not require bundling with any other Pivit service. Once a broadband internet service is in place customers can change their plan to other bundled services or cancel the bundled service. Early termination charges apply as shown below (please see Information About Pricing section).

Changing to a lower value plan while in a contract period incurs a \$30 downgrade fee.

#### Equipment required

Customers need no additional equipment to operate Pivit's broadband internet services. The service is terminated as an Ethernet RJ45 connection. It is recommended you install a compatible router. You can purchase one from Pivit with your service request or source your own. If you need support please go to our FAQ's page at [www.pivit.com.au](http://www.pivit.com.au) or contact our customer service team.

### Information About Pricing

This table shows pricing for services up to 25/5Mbps. For services up to 50/20Mbps add \$10.00 to monthly price, services up to 100/40Mbps add \$20.00 to the monthly price and services up to 200/80 add \$40.

#### Advantage Monthly Data Plan Options

Advantage Monthly Data Plan options					
	30GB	250GB	550GB	UNLIMITED	Service Establishment Fees
Monthly price - no contract	\$35.00	\$55.00	\$70.00	\$90.00	Month-to-Month <b>\$99</b>
Price of 1GB - no contract	\$1.50	\$0.43	\$0.15	N/A	12 month contract <b>\$69</b>
Minimal Total Price - no contract	\$35.00	\$55.00	\$70.00	\$90.00	24 month contract <b>\$0</b> Onsite visit (if needed)
Minimal Total Price - 12 month contract	\$420.00	\$660.00	\$840.00	\$1080.00	<b>Add \$130</b> (on all plans).
Minimal Total Price - 24 month contract	\$840.00	\$1320.00	\$1680.00	\$2160.00	
Standard fees can be found here		<a href="http://pivit.com.au/images/files/pdf/residential-pricing-and-service-information-guide.pdf">http://pivit.com.au/images/files/pdf/residential-pricing-and-service-information-guide.pdf</a>			
Goods and Services Tax (GST)		All prices shown include GST			

Service Establishment Charge	Charge
<b>FB24</b> Fi-Band™ Internet Access service. <b>24-Month</b> contract. (If an on-site visit is required, an additional charge applies– see below)*	<b>\$0.00</b> (per service)
<b>FB12</b> Fi-Band™ Internet Access service. <b>12-Month</b> contract. (If an on-site visit is required, an additional charge applies– see below)*	<b>\$69.00</b> (per service)
<b>FB1</b> Fi-Band™ Internet Access service. <b>1-Month (No lock in)</b> contract. (If an on-site visit is required, an additional charge applies– see below)*	<b>\$99.00</b> (per service)

#### PLEASE NOTE:

- \* An on-site visit by a Pivit Technician is **required** if there has been no previous Pivit Internet access service in the premises (for example, new homes). An on-site visit fee may apply and will be advised before booking.
- \* An on-site visit by a Pivit Technician is **available** if a customer requires assistance in connecting their computer/router to the Pivit infrastructure. An on-site visit fee may apply and will be advised before booking..

OS1	<b>On-site visit.</b> A Pivit Technician is required at the premises to establish services. (An on-site visit is <b>only charged once</b> if both Internet access and telephone services are established on the same visit).	\$130.00 (per visit)
	<b>PLEASE NOTE:</b> Pivit's Technician will connect and test that a single customer PC can connect to the Internet and that email can be sent and received. Cabling within a customer's premise is the responsibility of the customer.	
PI1	Priority install additional charge. Reduce the standard connection time to 8 business hours or less for <b>in-place connections</b> (where a previous Pivit service has existed). In instances where a Pivit technician is required at the premises to establish services, priority install is considered to be 2 business days or less. Pivit will reallocate resources where possible – <b>this service is subject to availability</b>	\$100.00 (additional charge)
	<b>Router</b> - If you don't currently have a Non-ADSL router, you can purchase one (including delivery).	\$99
	<b>First Connection Fee</b> - If an internet and/or telephone connection has never been established at your premises, a once off \$300 connection fee applies	\$300
All prices shown INCLUDE GST		

## Early Termination Charges

Pivit internet service customers who selected a 12 or 24-month contract are liable for an early termination charge.

Length of Contract	Period of time progressed into the contract			
	0-6months	7-12 months	13-18 months	19-24 months
12 Months	\$230.00	\$150.00	N/A	N/A
24 Months	\$300.00	\$230.00	\$150.00	\$100.00

For example, a customer on a 24-month contract who wants to cancel their internet access service after 10 months into the contract (so 14 months to go) will incur a termination fee of \$230. Alternatively, a customer on a 12-month agreement who cancels the service with 2 months to go (so 10 months into the contract) will incur a termination fee of \$150.

## Relocation Fees

Pivit Services	Relocation Self Install	Relocation with Technician visit
Internet and Telephony services	\$100.00	\$200.00
<p># <b>Self install</b> is only available where a previous Pivit Fi-Band™ service existed at the new premises. Self install also requires a good knowledge of PC networking and the ability to configure your email application.</p> <p>* <b>Technician visit</b> For Fi-Band™ Pivit's Technician will configure and test that a single PC can connect to the Internet.</p> <p><b>Please note</b> that cabling within a customer's premise is the responsibility of the customer.</p>		

## Other Information

### Usage Information

Usage information can be obtained by logging on to the Pivit customer portal <http://portal.pivit.com.au>

### Customer Service

Pivit Technical support and Customer Service teams can be contacted by:

**Email:** [support@pivit.com.au](mailto:support@pivit.com.au)

**Phone:** 1300 66 33 20

**Mail:** PO Box 2245 Logan City DC 4114

### Complaints Handling

If you have a dispute with Pivit and wish to make a complaint, please contact our Complaints Resolution Team:

**Email:** [feedback@pivit.com.au](mailto:feedback@pivit.com.au)

**Phone:** 1300 66 33 20

**Mail:** PO Box 2245 Logan City DC 4114

### Further options:

If you are unsatisfied with our handling of the complaint and you wish to further escalate this complaint, you may request further assistance from the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

This is a summary only, full terms and conditions are available [www.pivit.com.au](http://www.pivit.com.au).

