



Pivot Freedom Series  
NBN Internet Access Plans

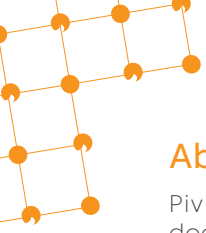


Connecting People  
Workplaces and  
Communities



## Residential NBN Internet Services Pricing and Services Information Guide





## About Pivit

Pivit is a licensed telecommunications carrier providing services to communities across Australia. This document provides pricing and information on the NBN services offered by Pivit. The latest version is always available from Pivit's website ([pivit.com.au](http://pivit.com.au)). Please read this document in conjunction with Pivit's Standard Terms and Conditions.

## Residential Internet Access Services

- Pivit's NBN Freedom internet plans for residential customers are priced with all budgets in mind and offer simple to velocity speed broadband internet
- Your services will be delivered via NBN's network and a phone connection is not required.
- To connect to your Pivit NBN Freedom internet service, you will need a router. You can use your own (if it is compatible with NBN's network). Alternatively we have these available to purchase on sign up for your Pivit NBN Freedom service with us
- Pivit offers a number of different NBN Freedom internet access plans from entry-level plans (for the budget conscious), moderate internet plans (for an average household) and high volume plans (for the serious gamers and 24/7 socially connected)
- All Pivit NBN Freedom plans have unlimited data included so you never have to worry about going over your limit or being shaped



## Internet Access Plans

Pivit's NBN plans allow you to choose the plan that best suits your internet needs and budget. If your internet needs are simple and an ultra fast speed connection is not important to you, then our Freedom 'Budget Basics' plan range is ideal for you. Please note our Freedom 'Budget Basics' plans may experience periods slow speeds at peak times.

If you need internet access for multiple users, visit high traffic sites, watching HD video's and are socially connected 24/7, then our Freedom 'VIP' plan range is ideal for you. Our Freedom 'VIP' plans offer the experience of consistent, uninterrupted internet (even at peak times) over the highest quality service available.

**All Pivit NBN Freedom plans have Unlimited data included.**





### Step 1 - Choose your plan option

Plan Components	Component Options with per Month Charge (All NBN Freedom Plans Include Unlimited Data)				Enter Monthly Charge Below
<b>Budget Basic</b> (slow speeds at peak times)	Up To 12Mbps / 1Mbps Add \$70	Up To 25Mbps / 5Mbps Add \$75	Up To 50Mbps / 20Mbps Add \$85	Up To 100Mbps / 40Mbps Add \$95	
<b>Affordable Everyday</b> (some slow speeds at peak times)	Up To 12Mbps / 1Mbps Add \$75	Up To 25Mbps / 5Mbps Add \$85	Up To 50Mbps / 20Mbps Add \$95	Up To 100Mbps / 40Mbps Add \$105	
<b>VIP</b> (Top speeds at peak times)	Up To 12Mbps / 1Mbps Add \$85	Up To 25Mbps / 5Mbps Add \$90	Up To 50Mbps / 20Mbps Add \$105	Up To 100Mbps / 40Mbps Add \$115	
<b>Total Monthly Charge</b>					<b>=</b>

### Step 2 - Choose your contract length

<b>Contract Period</b>	24 Month Contract \$0	12 Month Contract \$69 (Once-Off Fee)	1 Month Contract \$99 (Once-off Fee)	<b>+</b>
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### Step 3 - Choose Router - Contact our Support Team for more information

<b>Router</b>	Router Required \$99 (Once-Off Fee)	No Router Required \$0	<b>+</b>
<b>Once -Off Fees</b>			<b>=</b>

**IMPORTANT INFORMATION**

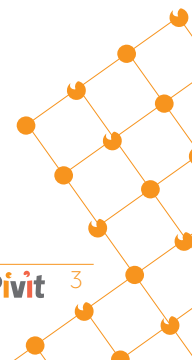
An option from each component is required.

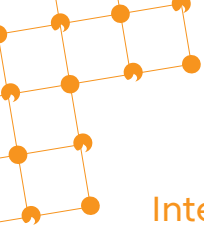
A **once-off service establishment charge** applies for internet access services see section below.

All plans are invoiced monthly in advance

All prices shown include Federal Goods and Services Tax (GST). Please note that these NBN Freedom plans are ONLY available with an automatic payment plan.

The availability of your chosen speed is subject to a service check at your location. Pivot will confirm if your premises are not suitable at time of installation and support you with available options.





## Internet Access Service Establishment Charges

A service establishment charge applies to establish an NBN Internet service. A lead-in cable (from the street to your premises) needs to be already connected for the service to be established. If a lead-in cable is not already connected to the premises then Pivit can coordinate this installation and will provide a quotation if required.

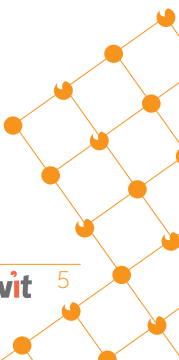
Service Establishment Charge		Charge
FB24	Internet Access service. <b>24-Month</b> contract. (If an on-site visit is required, an additional charge applies– see below)*	<b>\$0.00</b> (per service)
FB12	Internet Access service. <b>12-Month</b> contract. (If an on-site visit is required, an additional charge applies– see below)*	<b>\$69.00</b> (per service)
FB1	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)
<b>PLEASE NOTE:</b>		
<ul style="list-style-type: none"><li>* An NBN Co Technician is <b>required</b> if there has never been a previous NBN internet service in the premises (e.g. new homes). An on-site visit fee may apply and you will be advised before booking.</li><li>* Any fees charged to us by NBN will be forwarded onto you for payment (e.g. If a connection issue is directly related to an internal cabling issue in your premises).</li><li>* Pivit Technician or a Pivit Approved Technician <b>may be available</b> if you require assistance with connecting your router to the NBN network. Fees may apply and you will be advised before booking.</li></ul>		
The 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.		
OS1	<b>First Connection Fee</b> - If an NBN internet connection has never been established at your premises, a once off \$300 connection fee applies	<b>\$300</b>
<b>All prices shown INCLUDE GST</b>		

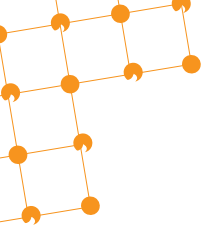




## NBN Miscellaneous Fees and Charges

Service Description		Price
OS1	<b>On-site visit (NBN Tech)</b> Fee may be charged when a fault raised to the Carrier is not found on the Carriers Network	\$175
	<b>NBN Late Cancellation</b> of Appointment or Missed Appointment Fee	\$85.00
	<b>NBN Tech Labour Rate per hour</b> (Rounded up to the nearest hour)-Will apply if Tech visit outside of or unrelated to your initial service connection	\$80.00
	<b>Additional Services - Static IP Address</b> (Blocks of 4)	\$15.00 set up \$10.00 per mth
	<b>New Development Charge</b> (Per Service Location)	\$300.00
	<b>Router</b> - If you don't currently have a Non-ADSL router, you can purchase one from Pivit (cost includes delivery).	\$99
	<b>First Connection Fee</b> - If an NBN internet connection has never been established at your premises, a once off \$300 connection fee applies	\$300
All prices shown INCLUDE GST		





## Connection Time

It's estimated that the standard connection time for an **in-place connection** (where a previous NBN Internet access service existed) is two (2) to seven (7) working days from when the completed service activation is received online via the Pivit web site. Add two (2) to four (4) working days for paper based service activations received via fax, email or post.

It's estimated that the standard connection time where there is no in-place connection (no previous NBN Internet access service existed) is ten (10) working days from when the completed service activation is received online via the Pivit web site. Add two (2) to four (4) working days for paper based service activation forms received via fax, email or post.

NBN infrastructure must be available to connect services. A lead-in cable along with any internal cabling needs to have been installed and tested prior to the NBN connecting a service. The above time frames may vary (be extended) depending on NBN's service status at the time of your service request.

## Changing Plans or Products

Customers can change their plan speed, and access levels.

### Changing Plans in the Same Series

Changing plan speed, **within the same series** (like Pivit Freedom) does not start a new contract. All other changes start a new contract period (e.g. choosing a different contract length).

#### Changing to a higher or equal value plan

Customers can change immediately to a higher or equal value plan in the same series at any time by notifying Pivit via online signup. The current month will be invoiced at the new higher rate. Customers must remain on the higher plan for a minimum of two calendar months (the current month plus one more month). The current contract length and end date is unchanged if you choose the same contract length as you currently have.

#### Changing to a lower value plan

Customers can change to a lower value plan in the same series (where the monthly minimum charge decreases) by notifying Pivit via online signup. Changing to the lower plan will take effect from the beginning of the next month and will incur a downgrade fee of \$30.00. The current contract length and end date is unchanged if you choose the same contract length as you currently have.

### Changing Plans to a New Series

**Changing to a new product series starts a new contract.**

#### Changing to a higher or equal value plan.

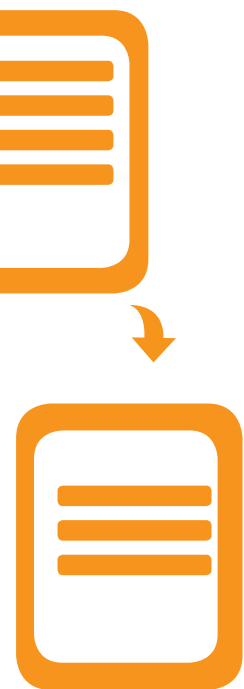
Customers can change immediately to a higher or equal value plan in a new series at any time by notifying Pivit via online signup. The current month will be invoiced at the new higher rate. Customers must remain on the higher plan for a minimum of two calendar months (the current month plus one more month). The current contract length and end date is unchanged.

#### Changing to a lower value plan.

Customers can change to a lower value plan in a new series (where the monthly minimum charge decreases) by notifying Pivit via online signup. Changing to the lower plan will take effect from the beginning of the next month and will incur a downgrade fee of \$30.00. The current contract length and end date is unchanged if you choose the same contract length as you currently have.

#### Changing Plan Length

In addition, Customers can change their current plan length when changing from an old series product to a new series product by notifying Pivit via online signup. Any decrease in current contract length incurs a service establishment charge. See table below.



## Service establishment charge if a different contract period is chosen

Current Length of Contract	New Contract Length		
	Month-to-Month	12 Months	24 Months
Month-to-Month	No Fees	No Fees	No Fees
12 Months	\$30.00	No Fees	No Fees
24 Months	\$99.00	\$69.00	No Fees

## Early Contract Termination Charges

Pivot internet access customers who selected a 12 or 24-month contract are liable for an early termination charge. The termination charge is based on how far into the current contract you have progressed and is shown in the table below.

Length of Contract	Period of time progressed into the contract			
	0-6 Months	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 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.

## Fair Use Policy

The use of Pivit's NBN Residential Internet Service is subject to Pivit's Fair Use Policy. This policy does not set a fixed maximum limit on the amount of data a customer may download or upload, but it does allow Pivit to act if an individual customer consistently downloads or uploads significantly more than the average Pivit Internet access plan.

At the sole discretion of Pivit, should a customer's use of the Pivit NBN Internet Service fall outside Pivit's Fair Use Policy, Pivit reserves the right to restrict or suspend the Internet service to that customer.





# General Information

## Terms and Conditions

Please refer to Pivit's General Terms and Conditions which are available on Pivit's website – [pivit.com.au](http://pivit.com.au).

## Payments

Internet access charges are invoiced monthly in advance. Any other charges will be invoiced in the following month. All initial connection fees are invoiced on connection and are due within 2 weeks of issue (e.g. First Time Connection, applicable Technician fees etc).

## Invoices

Pivit issues electronic invoices monthly via email to a nominated email address. Paper copies can be sent via Australia Post at a cost of \$5.50 per invoice.

## Payment Options

Pivit has two payment options for Residential services.

- Automatic payment via direct debit from a nominated bank account.
- Automatic payment via a nominated credit card.

### Automatic payment notes:

- Automatic payments require the Direct Debit or Credit Card payment form to be completed.
- Automatic payments occur fourteen (14) days from date of invoice.
- If an automatic payment is declined we will charge you an administration fee of \$20 per invoice.

## Reconnection charge

A reconnection charge of \$55.00 applies for services that have been disconnected due to non-payment.

## Service Relocation

Customers can relocate their Pivit NBN Service to new premises on the NBN network. The following charges apply.

### Service Relocation Charges

Pivit Services	Relocation Self Install	Relocation with Technician visit
Pivit NBN service	* \$60.00	As quoted

# Self install is only available where a previous NBN service exists at the premise. Self install requires a good knowledge of PC networking and the ability to configure your email application.

\* Technician visit. The Technician will configure and test that a single PC can connect to the internet and that email can be sent and received.

Please note that ALL cabling within a customer's premises is the responsibility of the customer.

## Service Disconnection

Thirty (30) days notice is required for billing to cancel or disconnect services. This notice can be in writing using the Service Disconnection Form or by completing the online form on the Pivit website. Please note the thirty (30) days notice starts on date received.

## Service Agreement

We aim, but do not promise, to provide all Pivit customers with fault-free services.

## Connecting to the NBN Network

Internet is supplied to all premises via a lead-in cable from the communications box in the premises to the fibre optic network in the street. The lead-in cable must comply with any Body Corporate covenants to take full advantage of the Pivit NBN services.

All internal premises cabling is the responsibility of the owner or the contractor who installed it. Please contact Pivit on 1300 66 33 20 if you are unsure whether your lead-in cable and/or internal premises cabling is adequate for you to obtain telecommunications services from Pivit. Pivit can arrange to inspect your cabling at a fee of \$70.00.

## Next Steps

Questions? For further information or to clarify any of the information above please check the Pivit website at [pivit.com.au](http://pivit.com.au) or call on 1300 66 33 20 or email to [info@pivit.com.au](mailto:info@pivit.com.au).

The service activation form is available for download from [pivit.com.au](http://pivit.com.au) or by contacting Pivit on 1300 66 33 20 to request a copy by email, fax or mail.

Pivit will contact you to arrange your service connections.



# Service and Support

We aim, but do not promise, to provide all Pivit customers with fault-free services.

## Service Faults

**Service Faults (when your Pivit service is not operating) can be logged 24 x 7. Contact details below.**

Pivit needs the following information to log a service fault - Customer number and how long the service has not been operating. Pivit's Team is notified when a service fault is logged. Unless you advise us of the fault or issue you are experiencing, we will be unable to resolve this for you.

## Solution Support

Pivit provides Solution Support assistance in using your Pivit NBN service. Solution Support is available 7am-7pm AEST Monday to Saturday (the coverage window). Outside normal business hours (and in times of peak call volume) please leave a voicemail and a Pivit Customer Service Representative will return your call as soon as possible inside the coverage window.

Pivit needs the following information to log a solution support request: - Customer number, service type and the support request. Pivit's Support Team is notified in the coverage window when a solution support request is logged.

### STANDARD RESPONSE TIMES

#### Response time

- 2 hour response (phone or email) within the coverage window
- 4 hours (on-site) if Pivit Technician required within the coverage window. If an NBN response or an NBN Tech is required then the above times will vary and be dependent on NBN's service status

#### Support coverage window

- 9am – 5pm Business Days (Australian Eastern Standard Time)

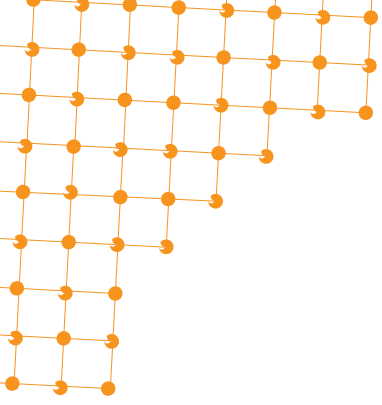
#### Service restoration target

- Next business day

## Support Contact

- **Email:** [support@pivit.com.au](mailto:support@pivit.com.au)
- **Online:** ([pivit.com.au](http://pivit.com.au))
- **Telephone:** 1300 66 33 20  
(Leave a voicemail if a Support Team member is unavailable)





# Connecting People Workplaces and Communities



## Contact us today

Phone: 1300 66 33 20

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

Address: PO Box 2245, Logan city, DC QLD 4114

Web: [pivit.com.au](http://pivit.com.au)

# Pivit

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