

Critical Information Summary

Business Telephony-Only Service

Information About The Service

Service Description of the services.

These are fixed telephony 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 telephony 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 telephony services.

Bundling Arrangements

Supply of the service does not require bundling with any other Pivit service.

Equipment required

An Australian approved analogue telephony handset.

Minimum Term

Pivit telephony services are supplied without a minimum term.

Connection Time

The standard connection time for an in-place connection (where a previous Pivit telephone service existed) is two (2) working days from when the completed service activation is received online via the Pivit web site. Add two (2) working days for paper based service activations received via fax, email or post.

The standard connection time where there is no in-place connection (no previous Pivit telephone service existed) is ten (10) working days from when the completed service activation is received online via the Pivit web site. Add two (2) working days for paper based service activation forms received via fax, email or post.

Information About Pricing

Monthly Line Rental Charges Telephony-only Services

Number of Lines	Monthly Line Rental Charge
First line	\$38.50
2 - 5 lines	\$35.00
6 - 10 lines	\$31.50
11 - 20 lines	\$28.00
21 - 40 lines	\$26.00
41 plus lines	\$25.00

The line rental charge includes the following telephone features: inbound calling line ID display, abbreviated dialling, call forwarding, call return, call transfer, call waiting and call blocking.

Call Rates

Types of Calls	Call Connection	Rate per Minute*
Local calls	13.2c	Nil
Long distance calls (within Australia)	11c	13.2c
Calls to mobile phones in Australia	11c	27.5c
Calls to 13 numbers (13 xxxx and 1300 xxx xxx)	27.5c	Nil
Calls to 1800 numbers	Free	Nil
Calls to 1900 numbers	Varies per call	Varies per call
International call rates	11c	See Pivit's web site

* Call charges are in 1 second increments

Telephone Service Establishment Charges

A service establishment charge applies for Pivit to activate each Fi-Tel™ telephone line.

Connection Type		First line	Second line and subsequent lines
BTO1	New 'in-place' connection. A previous service existed at the premises. An on-site visit by Pivit Technician IS NOT required.	\$165.00	\$165.00
BTO2	New 'in-place' connection. A previous service existed at the premises. An on-site visit by Pivit Technician IS required to connect cabling at the communications box.	\$265.00	\$165.00
BTO3	New connection. An on-site visit by Pivit Technician IS required to connect cabling at the communications box.	\$295.00	\$165.00
BTO4	New connection with Fi-Band™ Internet access service to be installed at same time. An on-site visit by Pivit Technician IS required to connect cabling at the communications box.	\$165.00	\$165.00
BTO5	Priority install. Reduce the standard connection time to two (2) business days or less. Pivit will reallocate resources where possible – this service is subject to availability	\$395.00	\$100.00

*A Network Technician will connect and test that a single telephone can make and receive calls. Cabling within a customer's premise is the responsibility of the customer.

Additional Telephone Services

Service Name	Service	Details	Setup Charge	Monthly Charge
BTVM1	Voicemail	Callers can leave a message when you are unable to take call. Record your own personal greeting. Retrieve messages via telephone or e-mail.	#\$25.00	\$3.00

Additional 'PABX like' features such as auto attendant, call queuing, music on hold and multi-line conferencing are available at some locations. Please contact Pivit regarding these services.

Setup charge waived if additional service is ordered when line is initially activated.

* Call charges are in one (1) second increments

All prices shown INCLUDE GST

Other Information

Usage information can be obtained by emailing usage@pivit.net.au from your nominated email account.

Usage Information

Usage information including call details, can be obtained by logging on to the Pivit customer portal <https://portal.pivit.com.au/>.

Customer Service

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

Email: support@pivit.com.au

Phone: 1300 66 33 20

Fax: 07 3387 3497

Mail: PO Box 2245 Logan City DC, QLD, 4114

Complaints Handling

If you have a dispute with Pivit and wish to make a complaint, please contact Customer Complaints resolution, on:

Email: feedback@pivit.com.au

Phone: 1300 66 33 20

Fax: 07 3387 3497

Mail: PO Box 2245 Logan City DC, QLD, 4114

Further options:

If you are unsatisfied with our handling of the complaint and you have escalated this complaints handling, you may request further assistance from the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only, full terms and conditions are available at <http://www.pivit.com.au>