

# Critical Information Summary

## Residential NBN Internet-Only Service



### Information About the Service

#### Service Description

The service provides a high-speed internet service that is delivered over the National Broadband Network (NBN). All NBN plans have unlimited data included so you never have to worry about going over your limit or being shaped.

We offer three tiers of different speed plans; Budget Basic, Affordable Everyday and VIP speed plans. Budget Basic is the cheapest plan and customers on this service may experience slow speeds at peak times. Affordable Everyday plans are the next tier of speeds and may experience some slow downs at peak times (evening). VIP plans are the highest tier and the fastest speed plans on the NBN services. VIP plans provide uninterrupted services and no slow downs at peak times.

#### Availability

Your NBN internet access service will be determined by what is available at your location. Your internet service speed that you experience depends on multiple factors, such as your equipment, the quality and location of your line, and the applications that you are using.

#### 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.

#### New Development Fee

If you are in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work required to connect your NBN service is more than a standard professional installation, you may be charged an additional fee.

#### Equipment required

Customers need no additional equipment to operate NBN's broadband internet services. However, it is recommended you install a compatible router. You can purchase one from Pivit for \$99 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

### NBN Freedom Monthly Data Plan Options - Basic Budget Speed

NBN Freedom Data Plan options					
	Up to 12/1Mbps	Up to 25/5Mbps	Up to 50/20Mbps	Up to 100/40Mbps	Service Establishment Fees
Monthly price - no contract	\$70.00	\$75.00	\$85.00	\$95.00	1-Month-Contract <b>\$99</b>
Minimal Total Price - no contract	\$70.00	\$75.00	\$85.00	\$95.00	12 month contract <b>\$69</b>
Minimal Total Price - 12 month contract	\$840.00	\$900.00	\$1020.00	\$1140.00	24 month contract <b>\$0</b>
Minimal Total Price - 24 month contract	\$1680.00	\$1800.00	\$2040.00	\$2280.00	<b>Onsite visit</b> (if needed) <b>Add \$130</b> (on all plans).

Standard fees can be found here  
<http://www.pivit.com.au/wp-content/uploads/2018/01/Residential-NBN-internet-pricing-and-service-information-guide-v1.5.pdf>  
 Goods and Services Tax (GST) - All prices shown include GST

### NBN Freedom Monthly Data Plan Options - Affordable Everyday Plans

NBN Freedom Data Plan options					
	Up to 12/1Mbps	Up to 25/5Mbps	Up to 50/20Mbps	Up to 100/40Mbps	Service Establishment Fees
Monthly price - no contract	\$75.00	\$85.00	\$95.00	\$105.00	1-Month-Contract <b>\$99</b>
Minimal Total Price - no contract	\$75.00	\$85.00	\$95.00	\$105.00	12 month contract <b>\$69</b>
Minimal Total Price - 12 month contract	\$900.00	\$1020.00	\$1140.00	\$1260.00	24 month contract <b>\$0</b>
Minimal Total Price - 24 month contract	\$1800.00	\$2040.00	\$2280.00	\$2520.00	<b>Onsite visit</b> (if needed) <b>Add \$130</b> (on all plans).

Standard fees can be found here  
<http://www.pivit.com.au/wp-content/uploads/2018/01/Residential-NBN-internet-pricing-and-service-information-guide-v1.5.pdf>  
 Goods and Services Tax (GST) - All prices shown include GST

## NBN Freedom Monthly Data Plan Options - VIP Speed

NBN Freedom Data Plan options					
	Up to 12/1Mbps	Up to 25/5Mbps	Up to 50/20Mbps	Up to 100/40Mbps	Service Establishment Fees
Monthly price - no contract	\$85.00	\$90.00	\$105.00	\$115.00	1-Month-Contract <b>\$99</b> 12 month contract <b>\$69</b> 24 month contract <b>\$0</b> <b>Onsite visit</b> (if needed) <b>Add \$130</b> (on all plans).
Minimal Total Price - no contract	\$85.00	\$90.00	\$105.00	\$115.00	
Minimal Total Price - 12 month contract	\$1020.00	\$1080.00	\$1260.00	\$1380.00	
Minimal Total Price - 24 month contract	\$2040.00	\$2160.00	\$2520.00	\$2760.00	

Standard fees can be found here <http://www.pivit.com.au/wp-content/uploads/2018/01/Residential-NBN-internet-pricing-and-service-information-guide-v1.5.pdf>  
Goods and Services Tax (GST) - 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			
	0-6 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 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 services	#\$60.00	As quoted

# **Self install** is only available where a previous NBN internet service existed at the new premises. Self install also requires a good knowledge of PC networking and the ability to configure your email application.  
\* **Technician visit** a Technician will configure and test that a single PC can connect to the Internet.  
**Please note** that cabling within a customer's premise is the responsibility of the customer.

## 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, QLD 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, QLD 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).

