

Residential NBN Services - Relocation Form

Customers can relocate their PivIt Fi Band or NBN Internet access service to new premises on the NBN network. Relocation charges apply - please see below. Please note a relocation can take up to 10 business days.

Customer Details							
Please print clearly and tick boxes where (✓) appropriate							
Title:	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	_____ (other)	Customer No.		
First Name				Last Name			
Phone				Fax			
E-mail Address							
Existing Service(s) Location							
Billing Address							
Suburb			State		Postcode		
Service Address							
Suburb			State		Postcode		
New Service(s) Location							
New Service Address							
Suburb			State		Postcode		
Previous Services at these premises	Has there been a previous NBN Internet access service at these premises? If you answered no please see First Time Connection Fee below.			<input type="checkbox"/> Yes		<input type="checkbox"/> No	<input type="checkbox"/> Unsure
First time Connection Fee	If an internet and/or telephone connection has never been established at your premises, a once off \$300 connection fee applies			<input type="checkbox"/> Add \$300			
Fibre Lead-in Cable	Has the fibre lead-in cable to your premises been installed to the PivIt standard?			<input type="checkbox"/> Yes		<input type="checkbox"/> No	<input type="checkbox"/> Unsure
Preferred Relocation Date							
Date					Only available Monday to Friday during business hours (excluding public holidays)		
Relocation Charges							
PivIt Services	Relocation Charge Self-Install		Relocation Charge with Technician Visit				
NBN Internet Access service only	# \$60.00		* \$160.00				

Self install is only available where a previous NBN service exists at the new premises. Self install also requires a good knowledge of PC networking.

* Where possible PivIt's Technician will configure and test that a single PC Can connect to the NBN Internet. If an NBN technician is requested or required and fees are applicable, standard NBN fees will be charged. If a third party technician is requested or required and fees are applicable, third party fees will be charged

Service to be Relocated

Your service relocation may take up to ten (10) business days from receipt of this form. Relocation fees apply and will be charged as soon as the relocation is completed. Payment of these fees will be due 14 days from invoice date and will be processed on the due date using the payment method we have on file for your account

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

Customer Signature		Date	
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<<This page must be completed and forwarded to PivIt for any NBN service relocation>>