



Connecting People  
Workplaces and  
Communities



## Residential Internet Access Plan Change Form

**Piv**it

# Customer Details

Please refer to the Residential Services Pricing and Service Information Guide for service details.

Please complete this page to change your Pivit Internet Access Plan			
(Please print clearly and tick (✓) boxes where appropriate)			
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> _____other		
First Name		Last Name	
Current Phone		Date of Birth	
Current Email		Customer Number	
Billing Street Address			
Suburb		State	Postcode
Service Street Address			
Suburb		State	Postcode
Additional ID Type	<input type="checkbox"/> Drivers Licence / <input type="checkbox"/> Passport / <input type="checkbox"/> Medicare Card / <input type="checkbox"/> Student ID		
ID Number		ID Expiry	

Pivit only offers automatic payment options for Internet Access services.

Automatic Payment Options (Choose one)	<input type="checkbox"/> Automatic Direct Debit Payment - from a nominated bank account (please complete form)
	<input type="checkbox"/> Automatic Credit Card Payment - from a nominated credit card (please complete form)

I confirm that I have read and agree to the General Terms and any other terms and conditions set out on the Pivit website at pivit.com.au. I confirm that I have read and understand the service information contained in Pivit's Residential Services Pricing and Service Information Guide available from Pivit's website. I confirm that the information provided in this service activation form is true and correct. By authorising this service activation form, I acknowledge that I am liable for all charges incurred on this account.

Under Section 18K(1)(b) Privacy Act 1988, if Pivit considers it relevant to assessing my application for commercial credit, I agree to Pivit obtaining from a credit reporting agency a credit report containing personal credit information about me in relation to commercial credit provided by Pivit

Customer Signature		Date	
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(Residential internet access services are offered in conjunction with Pivit's General Terms and Conditions)

<< This page must be completed and forwarded to Pivit for an internet and or telephone service >>

# Plan Change Information

## Plan Change Expected Time frame

Customers can change their plan speed, monthly data allocation or shaping speed. We aim to change your plan as quickly as possible to ensure minimal inconvenience to you. It is estimated that the time frame for a plan change is one (1) to three (3) business days.



## Changing Plans When In Contract

You can change your plan whilst in contract by notifying Pivit via online signup or via this plan change form. All changes to a higher or equal value plan can be made within the time frame specified above. Any change to a lower value plan (where the monthly minimum decreases) will take effect from the beginning of the following calendar month and will incur a \$30.00 downgrade fee. Your current contract length and end date will remain unchanged if you choose the same contract length that you currently have.

## Changing Plans When Out Of Contract

You can change your plan whilst out of contract by notifying Pivit via online signup or via this plan change form. A plan change fee of \$55.00 will be charged per plan change request. This fee is waived if you choose to enter into a new 24-month contract. All changes to a higher or equal value plan can be made within the time frame specified above. Any change to a lower value plan (where the monthly minimum decreases) will take effect from the beginning of the following calendar month.



## Early Contract Termination Charges

Pivit internet customers who choose 24 month contracts are liable for an early termination charge should the service be disconnected prior to the agreed contract expiring. This is charged at \$15.00 per month for the remaining contract period. For example, a customer who requests to terminate their service with 10 months remaining in their contract will incur a termination fee of \$150.00.



If you have any questions  
or require assistance to  
complete this form please  
contact Pivit customer  
support on 1300 66 33 20



# Residential Internet Access Services



Please refer to the Residential Pricing and Service Information Guide for service details.  
All prices shown **include** Federal Goods and Services Tax (GST)

## Step 1 - Choose your speed option

Plan Components	Component Options with per Month Charge				Enter Monthly Charge Below
Plan Speed (Download/ Upload)	Up To 25Mbps / 5Mbps Add \$10 <input type="checkbox"/>	Up To 50Mbps / 20Mbps Add \$20 <input type="checkbox"/>	Up To 100Mbps / 40Mbps Add \$30 <input type="checkbox"/>	Up To 200Mbps / 80Mbps Add \$50 <input type="checkbox"/>	

## Step 2 - Choose your monthly data usage

Monthly data usage plan (Uploads & Downloads)	30GB Add \$25 <input type="checkbox"/>	250GB Add \$45 <input type="checkbox"/>	550GB Add \$60 <input type="checkbox"/>	<b>UNLIMITED</b> Add \$80 <input type="checkbox"/>	+
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## Step 3 - Choose your shaping speed

Shaping Speed	512kbps Add \$0 <input type="checkbox"/>	1Mbps Add \$10 <input type="checkbox"/>	2Mbps Add \$20 <input type="checkbox"/>	+
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## Step 4 - Please choose to bundle Home Phone

Home Phone (with 50 free local calls)	No Home Phone in Bundle Add \$0 <input type="checkbox"/>	Add Home Phone to Bundle Add \$15 <input type="checkbox"/> (Includes 50 free local calls)	+
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<b>Total Monthly Charge</b>			=
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## Step 5 - Establishing a new contract after previous contract expired

Please choose your contract length and submit form

New contract service establishment charge (once-off)	24 month agreement <input type="checkbox"/> \$0	1 month agreement <input type="checkbox"/> \$55(Once-off fee)
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# Connecting People Workplaces and Communities



## Contact us today

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