

Residential Telecommunication Services - Service Relocation Form

Customers can relocate their Pivot Fi-Band® Internet access and /or Fi-Tel™ Telephone service to new premises on Pivot's network. Relocation charges apply - please see below.

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
Pivot services to be relocated	<input type="checkbox"/> Fi-Band® - Internet Access Service			
	<input type="checkbox"/> Fi-Tel™ - Telephone Service			
New Service(s) Location				
New Service Address				
Suburb		State		Postcode
Previous Services at these premises	Has there been a previous Pivot Fi-Tel™ Telephone service and/or Fi-Band® 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 Pivot 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		
Pivot Services	Relocation Charge Self-Install	Relocation Charge with Technician Visit
Fi-Tel™ Telephone service only	#\$60.00	*\$160.00
Fi-Band® Internet Access service only	#\$60.00	*\$160.00
BOTH Fi-Band® and Fi-Tel™ services	#\$100.00	*\$200.00

Self install is only available where a previous Pivot Fi-Tel™ and Fi-Band® service exists at the new premises. Self install also requires a good knowledge of PC networking.

* For Fi-Band® Pivot's Technician will configure and test that a single PC Can connect to the Internet. For Fi-Tel™, the Technician will connect and test that a single telephone can make and receive calls.

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 Pivot for any service relocation>>