

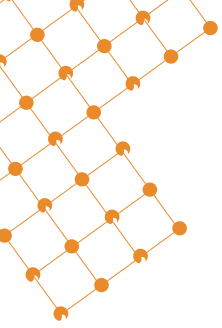


Connecting People  
Workplaces and  
Communities



**Business Internet Access and Telephone Services**  
Pricing and Service Information Guide

**Piv**it



## About Pivit

Pivit is a licensed Australian owned telecommunications provider who specialises in internet services over Fibre optic networks. Pivit believes in helping business succeed and has over 15 years experience in delivering business grade internet services to a wide range of customers.

This document provides pricing and information about Pivit's business-grade services. The latest version is always available from Pivit's website at [www.pivit.com.au](http://www.pivit.com.au)

## Business Internet Access Services

Pivit provides business-grade high speed broadband Internet Services at a competitive price. Pivit's high-speed fibre optic networks enable Pivit to provide the best connectivity through a full range of services including voice, video, telephone and broadband Internet access.



### Wide range of flexible plans

Pivit offers a wide range of Internet access plans to suit any type of business. We also offer tailored options for businesses that require something unique.



### Reliability and Support

Pivit monitors their networks continuously (24x7) and offers several service level agreements to maximise availability of your network connectivity to ensure every customer has access to reliable quality internet.



### Connection Time

Standard connection time is ten (10) business days from receipt of service activation form (assumes lead-in-cable and internal cabling is suitable and in place).

Pivit connects corporate networks to other carriers or provides wholesale services directly to carriers. Services range from 1Mbps through 10Gbps and include full quality of service and monitoring capabilities. Please contact Pivit for a quotation ([sales@pivit.com.au](mailto:sales@pivit.com.au)).





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## SME Internet Access Plans

Pivot's new SME Business Plans are designed for small-to-medium businesses. These plans allow you the flexibility to choose the components that meet your business needs.

### Step 1 Choose your plan speed

Plan Speed (download/ upload)	Up to 50/20Mbps \$20	Up to 100/40Mbps \$30
		

### Step 2 Choose your data usage plan – (Uploads and downloads)

Data Usage Plan	400GB \$60	Unlimited \$80
	\$1 per GB excess usage (max of \$100 per month in excess data charges)	
		

### Step 3 Add the value of the plan speed and the value of the data usage plan to determine total monthly price

For example, a 50/20Mbps service with 400GB of data would be \$80 per month (\$20 +\$60)




Plan Speed (download/ upload)	Up to 50/20Mbps \$20
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 +
 

Data Usage Plan	400GB \$60
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\$80
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### Step 4 Next choose your agreement length

Service Establishment Charge	36 month agreement \$0	24 month agreement \$99	1 month agreement \$199
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## Enterprise Internet Access Plans

Pivot's new Enterprise Business Plans are designed for larger businesses. The plans **include unlimited data** and **symmetrical** upload and download speeds.

Plan Speed	5/5Mbps \$230	10/10Mbps \$290	20/20Mbps \$390	50/50Mbps \$590	100/100Mbps \$990	Higher \$POA
Service Establishment Charge	36 month agreement \$0	24 month agreement \$660	1 month agreement \$1,550			



## Service Establishment Notes

A Service Establishment / Installation charge applies to establish an Internet access service. A lead-in cable AND Pivit Business-grade infrastructure needs to be already connected to the premises for the service to be established.

If a lead-in cable is NOT already connected to the premises or should Pivit Business-grade infrastructure NOT be in place then Pivit can coordinate this installation and will provide a quotation to coordinate this installation.

Pivit's Technician will configure and test that a single PC can connect to the Internet and that email can be sent and received. Cabling within a customer's premise is the responsibility of the customer.

Charge	
<b>On-site visit.</b> A Network Technician is required at the premises to establish services. (An on-site visit is <b>only charged once</b> if both Internet access and telephone services are established on the same visit).	<b>\$70.00</b> (per service)
<b>Service Installation Fee.</b> A Network Technician is required at the premises to do some or all of the following; install equipment, complete jumpering and programming of services, test data services (A service installation fee is <b>only charged once</b> if both Internet access and telephone services are established on the same visit).	<b>\$130.00</b> (per visit)
<b>PLEASE NOTE:</b> Pivit's Technician will connect and test that a single customer PC can connect to the Internet and that email can be sent and received. Cabling within a customer's premise is the responsibility of the customer.	
<b>Priority install.</b> A priority installation may be available which reduces the standard connection time to two (2) business days or less (\$395). <b>Subject to Infrastructure and availability.</b>	<b>\$395.00</b> (additional charge)

## Additional Services

Service	Details	Once Off Charge	Monthly Charge
BizAdd5IP	5 Public IP Addresses (/29 range)	\$260	\$50
BizAdd13IP	13 Public IP Addresses (/28 range)	\$260	\$130
*Add	IP Addresses other than above (more or less)	Price on application	
Colo	Co-location services (From 2RU to a full rack)	Price on application	

## Corporate and Carrier Interconnect Services

Pivit connects corporate networks to other carrier's wholesale services directly. Services range from 1Mbps through 10Gbps and include full quality of service and monitoring capabilities. Please contact Pivit for a quotation ([sales@pivit.com.au](mailto:sales@pivit.com.au) / 1300 66 33 20).



## Changing Plans or Products

Customers can change their plan speed or monthly data allocation. 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. Plan changes are not a support issue and will only be completed during business hours of 9:00am to 5:00pm Monday to Friday.

Please note that when changing plans you may be liable for early termination fees as well as all applicable new contract establishment fees. Please carefully read the following section on Early Contract Termination Fees for further information.

## Changing Plans When In Contract

You can change your plan whilst in contract by notifying Pivit 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 \$50.00 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

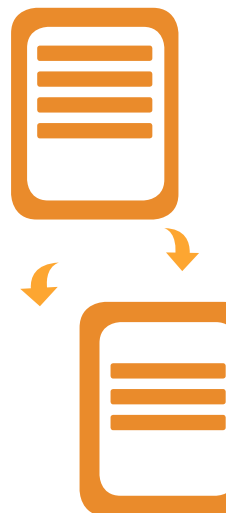
You can change your plan whilst out of contract by notifying Pivit via this plan change form. All changes to a higher or equal value plan can be made within the time frame specified above. Any change to a lower value plan (where the monthly minimum decreases) will take effect from the beginning of the following calendar month. 36 and 24 month contracts can be chosen without incurring the cost of an establishment charge. Month-to-month contracts incur a once-off establishment fee of \$99.00.

## Early Contract Termination Charges

Pivit internet customers who choose 24 or 36 month contracts are liable for an early termination charge should the service be disconnected prior to the agreed contract expiring. This termination charge is calculated on a pro rata basis and is based on how far into the contract you have progressed. For example \$100/month plan with 6 months remaining on contract will incur a \$600.00 early contract termination charge.

## Fair Use Policy

The use of Pivit's Business Internet access service is subject to Pivit's Fair Use Policy. This policy does not set a fixed maximum limit on the amount of data a customer may download or upload, but it does allow Pivit to act if a customer consistently downloads or uploads significantly more than the average Pivit Internet access plan or if uploads exceed downloads by more than four times. At the sole discretion of Pivit, should a customer's use of the Pivit Internet access service fall outside Pivit's Fair Use Policy, Pivit reserves the right to restrict or suspend the Internet service to that customer. This policy should be read in conjunction with Pivit's General Term and Conditions.



# Business Telephone Services

Pivit's business telephone services offer competitive line rentals & call charges. Call rates are charged in one (1) second increments for long distance, mobile and international calls. Community calls to other Pivit customers on-site are at no cost.

Advanced telephone features are available including inbound calling line ID, call forwarding, call return and voicemail (additional charges apply for some of these services). 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.

## 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 <b>IS NOT</b> required.	\$165.00	\$165.00
BTO2	New 'in-place' connection. A previous service existed at the premises. An on-site visit by Pivit Technician <b>IS</b> required to connect cabling at the communications box.	\$265.00	\$165.00
BTO3	New connection. An on-site visit by Pivit Technician <b>IS</b> 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 <b>IS</b> required to connect cabling at the communications box.	\$165.00	\$165.00
BTO5	Priority install. Reduce the standard connection time to two days or less. Pivit will reallocate resources where possible – this service is subject to availability	\$395.00	\$100.00
*Pivit's 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.			

## Line Rental Charges

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. (See Pivit's web site for helpful information on using these telephone features).

## Additional Telephone Services

Service Name	Service	Details	Setup Charge	Monthly Charge
BTVM1	Voicemail	Callers can leave a message when you are unable to take a 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 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





## Service and Support

We aim, but do not promise, to provide all Pivit customers with fault-free services.

### Service Faults

Service Faults (when your Pivit service is not operating) can be logged 24 x 7 using contact details below.

Pivit needs the following information to log a service fault - your Customer number, phone number, service type and how long the service has not been operating. Pivit's Network Engineering Team is notified immediately when a service fault is logged.

### Solution Support

Pivit provides Solution Support assistance in using your Pivit service. Solution Support is available 7am-7pm AEST Monday to Saturday (the coverage window). Outside normal business hours (and in times of peak call volume) please leave a voicemail and a Pivit Customer Service Representative will return your call as soon as possible inside the coverage window.

Pivit needs the following information to log a solution support request: - Your Pivit Customer number, phone number, service type and the support request. Pivit's Support Team is notified in the coverage window when a solution support request is logged.

### STANDARD RESPONSE TIMES

#### Response time

- 2 hour response (phone) within the coverage window
- 4 hours (on-site) if required within the coverage window

Please note these response times may increase if an unusually large outage affects our network that causes abnormally high call volumes.

#### Support coverage window

- 9am – 5pm Business Days (Australian Eastern Standard Time)

#### Service restoration target

- Next business day

Please note: Our team will respond within the time frames listed when a fault is logged. Whilst our team will endeavor to rectify your fault as soon as possible, our service restoration target is next business day as there may be other factors involved in restoring your service that cannot be completed outside of business hours.

## Support Contact

- **Email:** [support@pivit.com.au](mailto:support@pivit.com.au)
- **Online:** ([pivit.com.au](http://pivit.com.au))
- **Telephone:** 1300 66 33 20  
(Leave a voicemail if a Support Team member is unavailable)





# General Information

## Terms and Conditions

Please refer to Pivit's General Terms and Conditions which are available on Pivit's website – [pivit.com.au](http://pivit.com.au).

## Payments

Telephone line rental and Internet access charges are invoiced monthly in advance. Call charges for telephone services, excess data charges for internet access services (where applicable), and any other charges are invoiced in the following month.

## Invoices

Pivit issues electronic invoices monthly via email to a nominated email address. Paper copies can be sent via Australia Post at a cost of \$5.50 per invoice.

## Payment Options

Pivit has three payment options for Business services.

- Automatic payment via direct debit from a nominated bank account
- Automatic payment via a nominated credit card
- Manual payment via direct deposit or cheque

### Automatic payment notes:

- Automatic payments require the Direct Debit payment form to be completed.
- To supply a credit card for use of automatic payments, please call 1300 66 33 20.
- Automatic payments are processed fourteen (14) days from date of invoice.
- If an automatic payment is declined we will charge you an administration fee of \$20 per invoice.

### Manual payment notes:

- Manual payments may require a credit merit check.
- If a payment is overdue an administration fee of \$5.50 per invoice will be charged.
- Allow 3 business days for your payment to be processed by ensuring your payment is lodged with your financial institution 3 days before the due date.

## Reconnection charge

A reconnection charge of \$55.00 applies for services that have been disconnected due to non-payment.

## Service Agreement

We aim, but do not promise, to provide all Pivit customers with fault-free services.

## Connecting to the Pivit Network

Telecommunications are supplied to all premises via a lead-in cable from the communications box in the premises to the fibre optic network in the street. The lead-in cable must comply with any Body Corporate covenants to take full advantage of the Pivit services.

All internal premises cabling is the responsibility of the owner or the contractor who installed it. Please contact Pivit on 1300 66 33 20 if you are unsure whether your lead-in cable and/or internal premises cabling is adequate for you to obtain telecommunications services from Pivit. Pivit can arrange to inspect your cabling at a fee of \$70.00.

## Next Steps

Questions? For further information or to clarify any of the information above please check the Pivit website at [pivit.com.au](http://pivit.com.au) or call on 1300 66 33 20 or email to [info@pivit.com.au](mailto:info@pivit.com.au).

The service activation form is available for download from [pivit.com.au](http://pivit.com.au) or by contacting Pivit on 1300 66 33 20 to request a copy by email, fax or mail.

Pivit will contact you to arrange your service connections.



# Connecting People Workplaces and Communities



Contact us today

Phone: +61 7 3387 3499 | 1300 66 33 20

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Web: [pivit.com.au](http://pivit.com.au)



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