

 Connecting People
Workplaces and
Communities 



**Business Internet Access and Telephone Services
Plan Change Form**

Pivot

Customer Details

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

Please complete this page for any Pivit service

(Please print clearly and tick (✓) boxes where appropriate)

Company Name		ABN	
Customer Number			
Company Phone		Fax	
Billing Address			
Suburb		State	Postcode
Service Address			
Suburb		State	Postcode
Your Authorised Technical Representative	First Name		Last Name
	Phone		Email
	Mobile		
Your Authorised Accounts Representative	First Name		Last Name
	Phone		Email
	Mobile		

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 Business Telecommunications 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 signing this form I confirm that I am an authorised organisation/company representative and I further acknowledge that the organisation/company mentioned above is 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.

Authorised Representative	Name		Date	
	Signature			

<< This page must be completed and forwarded to Pivit for any service activation >>

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

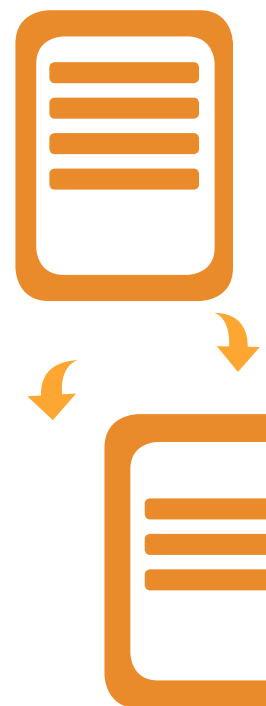
You can change your plan whilst out of contract by notifying Pivit via this plan change form. All changes to a higher or equal value plan can be made within the time frame specified above. Any change to a lower value plan (where the monthly minimum decreases) will take effect from the beginning of the 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.



SME Internet Access Services

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

Step 1 - Please choose your plan speed and enter in monthly charge column

Plan Components	Component Options with per Month Charge		Monthly Charge
Choose plan speed (download/upload)	Up to 50/20Mbps \$20 <input type="checkbox"/>	Up to 100/40Mbps \$30 <input type="checkbox"/>	

Step 2 - Please choose your data usage plan and enter in monthly charge column

Choose monthly data Usage Plan	400GB \$60 <input type="checkbox"/>	Unlimited \$80 <input type="checkbox"/>	+
Minimum Monthly Charge (please add the two component charges)		>>	=
Excess Data \$1 per GB (max of \$100 per month in excess data charges)			

Step 3 - Please choose your current contract

Are you still in a current contract?	<input type="checkbox"/> No - Please move to step 4
	<input type="checkbox"/> Yes - Date of current contract expiry will remain the same, please submit form.

Step 4 - Establishing a new contract after previous contract expired

Please choose your contract length and submit form

New contract service establishment charge (once-off)	36 month agreement <input type="checkbox"/> \$0	24 month agreement <input type="checkbox"/> \$0	1 month agreement <input type="checkbox"/> \$99
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(Business 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 SME internet access service >>

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

Contact us today

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Email: sales@pivit.com.au

Web: pivit.com.au