Critical Information Summary

Business Internet - Only Service

Information About the Service

Service Description

Pivit's Internet access services for business customers are business-grade high speed broadband Internet Services.

The services are delivered using fibre optic infrastructure. A telephone connection is not required (like most xDSL services), so Pivit customers don't pay for a line rental that is not required.

These internet services are delivered using either fibre-to-the-premises or fibre-to-the-node (FTTx) network infrastructure. Pivit delivers these services to your communications cabinet; this is our network boundary point.

Availability

Pivit's broadband internet services are available within our FTTx network infrastructure areas along with some other areas. Unless your premises is already connected to Pivit's network infrastructure you will also need to apply for installation of a lead-in cable (from the street to your premises).

Pivit can coordinate this installation and will provide a quotation if required. A service establishment charge applies to establish all Pivit broadband internet services.

Minimum Term

Pivit's broadband internet services are supplied on a month-to-month, 24 month or 36 month contract term.

Bundling Arrangements

Supply of this service does not require bundling with any other Pivit service. Once a broadband internet service is in place customers can change their plan to other bundled services or cancel the bundled service. Early termination charges apply as shown below (please see Information About Pricing section).

Changing to a lower value plan while in a contract period incurs a $50 downgrade fee.

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.

Equipment required

Customers need no additional equipment to operate Pivit's broadband internet services. The service is terminated as an Ethernet RJ45 connection. It is recommended you install a compatible router. You can purchase one from Pivit with your service request or source your own. If you need support please go to our FAQ's page at www.pivit.com.au or contact our customer service team.

Information About Pricing

This table shows pricing for services up to 100/40Mbps. For services up to 100/40Mbps add $10.00 to the monthly price.

Advantage Monthly Data Plan Options

SME Monthly Data Plan options 50/20Mbps			
	400GB	UNLIMITED	Service Establishment Fees
Monthly price - no contract	$80.00	$100.00	Month-to-Month $199
Price of 1GB - no contract	$0.20	N/A	
Minimal Total Price - no contract	$80.00	$100.00	24 month contract $99
Minimal Total Price - 24 month contract	$1920.00	$2400.00	36 month contract $0
Minimal Total Price - 36 month contract	$2880.00	$3600.00	Onsite visit (quote provided if needed)
Standard fees can be found in the Business Price and Services Guide on the Pivit website at www.pivit.com.au All prices shown include Goods and Services Tax (GST).			

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Enterprise Unlimited Monthly Data Plan options							
	5/5Mbps	10/10Mbps	20/20Mbps	50/50Mbps	100/100Mbps	Higher	Service Establishment Fees
Monthly price - no contract	$230.00	$290.00	$390.00	$590.00	$990.00	POA	Month-to-Month **$1550** 24 month contract **$660** 36 month contract **$0** **Onsite visit** (quote provided if needed)
Minimal Total Price - no contract	$230.00	$290.00	$390.00	$590.00	$990.00	POA	
Minimal Total Price - 24 month contract	$5520.00	$6960.00	$9360.00	$14,160.00	$23,760.00	POA	
Minimal Total Price - 36 month contract	$8280.00	$10,440.00	$14,040.00	$21,240.00	$35,640.00	POA	

Standard fees can be found in the Business Price and Services Guide on the Pivit website at www.pivit.com.au

Goods and Services Tax (GST) - All prices shown include GST

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
Colo	Co-location services (From 2RU to a full rack)	Price on application	
Priority Install	Priority Installation of Internet Service reduces the standard connection time to two (2) business days or less	$395	N/A

Other Information

Usage Information

Usage information can be obtained by logging on to the Pivit customer portal http://portal.pivit.com.au

Customer Service

Pivit Technical support and Customer Service teams can be contacted by:

Email: support@pivit.com.au

Phone: 1300 66 33 20

Mail: PO Box 2245 Logan City DC, QLD 4114

Complaints Handling

If you have a dispute with Pivit and wish to make a complaint, please contact our Complaints Resolution Team:

Email: feedback@pivit.com.au

Phone: 1300 66 33 20

Mail: PO Box 2245 Logan City DC, QLD 4114

Further options:

If you are unsatisfied with our handling of the complaint and you wish to further escalate this complaint, you may request further assistance from the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

This is a summary only, full terms and conditions are available www.pivit.com.au.