

 Connecting People  
Workplaces and  
Communities 



## Residential Internet Access and Telephone Services Service Activation Form

 New Pivit Advantage Series  
Make Your Own Internet Access Plans



# Customer Details

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

Please complete this page for any Pivit service

(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	Existing Customer	<input type="checkbox"/> Yes <input type="checkbox"/> No
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
Previous 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 invoices can be sent via Email (no admin charge) or sent via Australia Post (admin charge of \$5.50 per invoice)

Please indicate your billing preference: <input type="checkbox"/> Via Email / <input type="checkbox"/> Via Australia Post to Billing Address above	
Email Address	

Pivit only offers automatic payment options for these Fi-Tel™ and Fi-Band® 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 phone 1300 66 33 20)

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 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 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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## Password identification

To ensure your privacy, you may be asked to identify yourself with personal information. This may include information such as your account number, your full name, your date of birth and/or a question and answer. Please complete your security question and answer below. Please provide a password for the security of your records in a question and answer format.

Question:	(For Example: "Pet's Name")	Answer:	(For Example: "Spot")
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<< This page must be completed and forwarded to Pivit for an internet access service >>



**New Pivit Advantage Series**  
*Make Your Own Internet Access Plans*



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

**Step 1 - Choose your plan speed**

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 plan – (Uploads and downloads)**

Monthly data usage plan (Uploads & Downloads)	100GB Add \$40 <input type="checkbox"/>	350GB Add \$50 <input type="checkbox"/>	<b>UNLIMITED</b> Add \$60 <input type="checkbox"/>	+
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**Step 3 - 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 4 - Choose the contract period you would like your services**

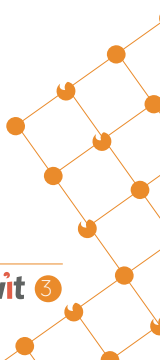
Contract Period	24 Month Contract \$0 <input type="checkbox"/>	1 Month Contract \$99 (Once-Off Fee) <input type="checkbox"/>	+
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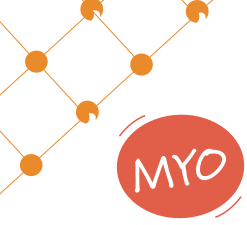
**Step 5 - Choose Router - Contact our Support Team for more information**

Router	Router Required \$99 (Once-Off Fee) <input type="checkbox"/>	No Router Required \$0 <input type="checkbox"/>	+
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<b>Once - Off Fees</b>			=
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*If you have any questions or require assistance to complete this form please contact Pivit customer support on 1300 66 33 20*





## New Pivit Advantage Series

### Make Your Own Internet Access Plans

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

Please note that these MYO Fi-Band® plans are ONLY available with an automatic payment plan

Please complete this page for Residential Fi-Band® Internet services		
(Please print clearly and tick (✓) boxes where appropriate)		
Additional Services	<input type="checkbox"/> Static IP Address (\$5.00 per month)	A Static / Fixed IP address is from Pivit's domain and is retained by Pivit on termination of service
Previous Service at These Premises	Has there been a previous Pivit Fi-Band® internet service at these premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
Fibre Lead in Cable	Has the fibre lead-in cable to your premises installed to the Pivit standard?	<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
An on-site visit by a Network Technician is required if there has not been a previous Internet access and/or telephone service in the premises (e.g. new homes). Additional First Time Connection Fee \$300 applies		
On-site visit Please Indicate (✓)	A Pivit Technician is required at the premises to establish the service. \$130.00	<input type="checkbox"/>
Priority Install Please Indicate (✓)	A priority install reduces the standard connection time to 8 business hours (in-place connections) or 2 business days or less for on-site visits \$100.00 (service is subject to availability).	<input type="checkbox"/>
Equipment Checklist Please Indicate (✓)	Is in home wiring within the premises connected and suitable?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure



# Location Specific Information

## Coomera Waters Fees and Charges

The Coomera Waters network is subject to specific terms due to the ownership transfer in 2017 from the Coomera Waters developer to a third-party network supplier. If you reside in the Coomera Waters area please read carefully. Applicable fees related to incorrect faults including technician call outs are listed below.

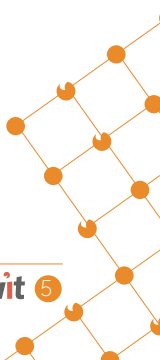
Code	Name	Service Description	Charge
F1	No Fault Found (No Site Visit)	Where a (customer) end-user reported a fault and the issue was found not to be within the third-party network suppliers demarcation boundary, but no site visit was required.	\$50.00 (per service)
F2	No Fault Found (Site Visit)	Where a customer (end-user) reported a fault and the issue was found not to be within the third-party network suppliers demarcation boundary and required a site visit. <b>*Labor rate (currently \$150 per hour, minimum 2 hours).</b>	\$150.00
F3	Late Cancellation	Where a site visit has been scheduled with a customer (end-user) for a new service and was cancelled less than <b>8 hours</b> prior to the scheduled appointment.	\$150.00
F4	Fault Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$150.00
F5	On Site Service	Where a home owner requests a technician to undertake support or work beyond the third-party network suppliers demarcation boundary.	\$75.00 (per half hour)

\* **Demarcation point** - Also known as a boundary point or network boundary point, a demarcation point is the physical point at which the public network of a telecommunications company ends and the private network of a customer/end user begins. This is where the cable physically enters a building.

Preferred Service Activation Date Please Indicate (✓)	Date	Pivit's Provisioning Team will be in contact to coordinate the service activation.
	Special Instructions	

(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 or telephone service >>



# Residential Fi-Tel™ Telephone Services

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

Please complete this page for Residential Fi-Tel™ telephone services			
(Please print clearly and tick (✓) boxes where appropriate)			
Previous Service at These Premises	Has there been a previous Pivit Fi-Tel™ telephone service at these premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	
	Fibre Lead in Cable	Has the fibre lead-in cable to your premises installed to the Pivit standard?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
Fi-Tel™ Telephone Service	Monthly line rental is <b>\$25</b> per Month. Second and subsequent lines \$20 per month.		
	Fi-Tel™ Telephone services required	(Please indicate the total number of telephone services required)	

Service Establishment Charge Please Indicate (✓)	Service establishment charge is <b>\$60.00</b> per telephone service	<input type="checkbox"/>
	An on-site visit by a Network Technician is required if there has not been a previous telephone service in the premises (e.g new homes), <b>or</b> if a second or subsequent service is desired but there has been only one service previously activated.	
	On-site visit. A Network Technician is required at the premises to establish the service. <b>\$130.00</b>	<input type="checkbox"/>

(Please note: An on-site visit is charged only once when both Internet access and telephone services are established on the same visit).

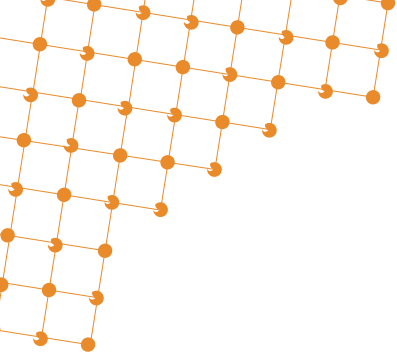
Priority Install	A priority install reduces the standard connection time to 8 business hours ( <b>in-place connections</b> ) or 2 business days or less for on-site visits - <b>\$100.00 (service is subject to availability)</b> .		<input type="checkbox"/>
Additional Fi-Tel™ Telephone Features Please Indicate (✓)	Outbound calling ID blocked	<b>\$1.50 per month</b>	<input type="checkbox"/>
	Silent Number	<b>\$1.50 per month</b>	<input type="checkbox"/>
	Voicemail	<b>\$3.00 per month</b>	<input type="checkbox"/>
Preferred Service Activation Date	Pivit's Provisioning Team will be in contact to coordinate the service activation.		
Special Instructions			

(Residential Fi-Tel™ telephone services are offered in conjunction with Pivit's General Terms and Conditions)  
<< This page must be completed and forwarded to Pivit for a Fi-Tel™ service >>

## 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)





# Connecting People Workplaces and Communities



## Contact us today

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

Email: [sales@pivit.com.au](mailto:sales@pivit.com.au)

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



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