

Critical Information Summary

Residential Internet and Telephone Bundled Services

Information About The Service

Service Description

These are fixed broadband internet and telephony services 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 and telephony 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 and telephony services.

Minimum Term

Pivit's internet and telephony bundled services are supplied on a month-to-month or 24 month contract term.

Bundling Arrangements

Once a broadband internet and telephony bundled service is in place you can change your 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 incurs a \$30 downgrade fee. Changing plans may incur a fee.

To move to an internet-only service (that is, cancel the telephone element of the service) complete a disconnection form (online or via paper form). The contract term for the internet component of the service would continue.

To move to a telephone-only service (that is, cancel the internet element of the service) complete a disconnection form (online or via paper form). Early termination charges apply as shown below. Telephone-only services do not have a minimum contract term.

Equipment required

You need no additional equipment to operate Pivit's broadband internet service. 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. For telephone services, an Australian approved analogue telephone handset is required.

Information About Pricing

Monthly Line Rental Charges When Bundled with Internet Service

Number of Lines	Monthly Line Rental Charge
First line	\$15.00
Second line and subsequent lines	\$20.00

Call Rates in Australia

Types of Call	Call Connection	Rate per Minute*
Pivit telephony-only service	Free	Nil
On-site community calls	Free	Nil
Local calls	17c	Nil
Long distance calls (within Australia)	15c	18c (capped at \$2.50)
Calls to mobile phones (within Australia)	25c	32c
Calls to 13 numbers (13 xxxx and 1300 xxx xxx)	27.5c	Nil
Calls to 1800 numbers	Free	Nil
Calls to 19xx numbers	Varies per call	Varies per call
International call rates	25c	International Rates

* Call charges are in one (1) second increments

Internet Service Pricing

This table shows pricing for services up to 25/5Mbps. For services up to 50/20Mbps add \$10.00 to monthly price, services up to 100/40Mbps add \$20.00 to the monthly price and services up to 200/80Mbps add \$40.

Advantage Monthly Data Plan Options

Advantage Monthly Data Plan options				
	100GB	350GB	UNLIMITED	Service Establishment Fees
Monthly price - no contract	\$50.00	\$60.00	\$70.00	Month-to-Month \$150
Price of 1GB - no contract	\$0.50	\$0.17	N/A	24-month contract \$0 Onsite visit (if needed)
Minimal Total Price - no contract	\$50.00	\$60.00	\$70.00	Add \$165 (on all plans)
Minimal Total Price - 24 month contract	\$1200.00	\$1440.00	\$1680.00	
Standard fees can be found here		http://pivit.com.au/images/files/pdf/residential-pricing-and-service-information-guide.pdf		
Goods and Services Tax (GST)		All prices shown include GST		

Pivit Telephone and Internet Service Establishment Charges

A service establishment charge applies for Pivit to activate each telephone or internet service/line.

Service Establishment Charge	Charge
FT1 Pivit analogue telephone service. (If an on-site visit is required, an additional charge applies - see below)*	\$150.00 (per application)
FB24 Fi-Band™ Internet Access service. 24-Month contract. (If an on-site visit is required, an additional charge applies- see below)*	\$0.00 (per service)
FB1 Fi-Band™ Internet Access service. 1-Month (No lock in) contract. (If an on-site visit is required, an additional charge applies- see below)*	\$150.00 (per application)
PLEASE NOTE:	
* An on-site visit by a Pivit Technician is required if there has been no previous internet or phone access service in the premises (for example, new homes). An on-site visit fee may apply and will be advised before booking.	
* An on-site visit by a Pivit Technician is available if a customer requires assistance in connecting their computer/router or telephone handset to the Pivit infrastructure. An on-site visit fee may apply and will be advised before booking.	
OS1	On-site visit. A Pivit Technician is required at the premises to establish services. (An on-site visit is only charged once if both Internet access and telephone services are established on the same visit). \$165.00 (per visit)
	PLEASE NOTE: 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. The technician will also check that a single telephone can make and receive calls. Cabling within a customer's premise is the responsibility of the customer.
PI1	Priority install additional charge. Reduce the standard connection time to 8 business hours or less for in-place connections (where a previous Pivit service has existed). In instances where a Pivit technician is required at the premises to establish services, priority install is considered to be 2 business days or less. Pivit will reallocate resources where possible – this service is subject to availability \$100.00 (additional charge)
	Router - If you don't currently have a Non-ADSL router, you can purchase one (including delivery). \$99.00
	First Connection Fee - If an internet and/or telephone connection has never been established at your premises, a once off \$300 connection fee applies \$300.00
All prices shown INCLUDE GST	

Early Termination Charges

Pivit internet customers who choose 24 month contracts are liable for an early termination charge should the service be disconnected prior to the agreed contract expiring. This is charged at \$15.00 per month for the remaining contract period. For example, a customer who requests to terminate their service with 10 months remaining in their contract will incur an early termination fee of \$150.00.

Relocation Fees for Both Services (Internet and Telephony)

Pivot Services	Relocation Self Install	Relocation with Technician visit
Internet and Telephony services	\$100.00	\$200.00

Self install is only available where a previous Pivot Fi-Tel™ and Fi-Band™ service existed at the new premises. Self install also requires a good knowledge of PC networking and the ability to configure your email application.

* **Technician visit** 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 premise is the responsibility of the customer.

Other Information

Usage Information

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

Customer Service

Pivot 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, 4114

Complaints Handling

If you have a dispute with Pivot 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, 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 on our website at www.pivit.com.au.

