

Critical Information Summary

Residential NBN Internet-Only Service



Information About the Service

Service Description

The service provides a high-speed internet service that is delivered over the National Broadband Network (NBN). All NBN plans have unlimited data included so you never have to worry about going over your limit or being shaped.

Availability

Your NBN internet access service will be determined by what is available at your location. Your internet service speed that you experience depends on multiple factors, such as your equipment, the quality and location of your line, and the applications that you are using.

Minimum Term

Pivot's broadband internet services are supplied on a month-to-month, 12 month or 24 month contract term.

Bundling Arrangements

Supply of this service does not require bundling with any other Pivot 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 \$30 downgrade fee.

New Development Fee

If you are in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). Where the additional work required to connect your NBN service is more than a standard professional installation, you may be charged an additional fee.

Equipment required

Customers need no additional equipment to operate NBN's broadband internet services. However, it is recommended you install a compatible router. You can purchase one from Pivit for \$99 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

NBN Freedom Monthly Data Plan Options - Basic Budget Speed

NBN Freedom Data Plan options					
	Up to 12/1Mbps	Up to 25/5Mbps	Up to 50/20Mbps	Up to 100/40Mbps	Service Establishment Fees
Monthly price - no contract	\$68.00	\$74.00	\$82.00	\$104.00	1-Month-Contract \$99
Minimal Total Price - no contract	\$68.00	\$74.00	\$82.00	\$104.00	12 month contract \$69
Minimal Total Price - 12 month contract	\$816.00	\$888.00	\$984.00	\$1248.00	24 month contract \$0
Minimal Total Price - 24 month contract	\$1632.00	\$1776.00	\$1968.00	\$2496.00	Onsite visit (if needed) Add \$165 (on all plans).

Standard fees can be found here <http://www.pivit.com.au/wp-content/uploads/2018/01/Residential-NBN-internet-pricing-and-service-information-guide-v1.5.pdf>
Goods and Services Tax (GST) - All prices shown include GST

Early Contract Termination Charges

Pivit internet customers who choose 24 or 12 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

Pivit Services	Relocation Self Install	Relocation with Technician visit
Internet services	#\$60.00	As quoted

Self install is only available where a previous NBN internet 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** a Technician will configure and test that a single PC can connect to the Internet.

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 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.

