

Connecting People  
Workplaces and  
Communities



Residential NBN Internet Access  
Plan Change Form

**Piv**it

# Customer Details

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

Please complete this page for any Pivit NBN 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	
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 only offers automatic payment options for NBN services.

Automatic Payment Options (Choose one)	<input type="checkbox"/> Automatic Direct Debit Payment - from a nominated bank account (please complete form below)
	<input type="checkbox"/> Automatic Credit Card Payment - from a nominated credit card (please call 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 NBN Residential 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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<< This page must be completed and forwarded to Pivit for an NBN service >>

## Changing Plans or Products

Customers can change their plan speed. 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**.

### Changing Plans When In Contract

You can change your plan whilst in contract by notifying Pivit via online signup or 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 \$30.00 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 online signup or via this plan change form. A plan change fee of \$55.00 will be charged per plan change request. This fee is waived if you choose to enter into a new 24-month contract. 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.

### 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.

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

# Residential NBN Internet Access Services



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

## Step 1 - Choose your plan option

Plan Components	Component Options with per Month Charge (All NBN Freedom Plans Include Unlimited Data)				Enter Monthly Charge Below
Speeds (downloads and uploads)	Up To 12Mbps / 1Mbps Add \$68 <input type="checkbox"/>	Up To 25Mbps / 5Mbps Add \$74 <input type="checkbox"/>	Up To 50Mbps / 20Mbps Add \$82 <input type="checkbox"/>	Up To 100Mbps / 40Mbps Add \$104 <input type="checkbox"/>	

**Total Monthly Charge** =

## Step 2 - Choose your contract length

Are you still in a current contract?	<input type="checkbox"/> Yes - Date of current contract expiry will remain the same, please submit form
	<input type="checkbox"/> No - Please move to step 4
	<input type="checkbox"/> Yes - But I would like to change my contract length. Please move to step 3 *Please note if you choose to change your contract length whilst still in a contract period you will be charged an early termination fee as well as new establishment charges if you move to a month to month contract.

## Step 3 - Request a Contract Change

Do you want to change your current contract length.

Please choose the contract length you would like to move to?	24 month agreement <input type="checkbox"/> \$0	12 month agreement <input type="checkbox"/> \$0	1 month agreement <input type="checkbox"/> \$99 (Once-off fee)
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## 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)	24 month agreement <input type="checkbox"/> \$0	12 month agreement <input type="checkbox"/> \$0	1 month agreement <input type="checkbox"/> \$55 (Once-off fee)
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(Residential internet access services are offered in conjunction with Pivit's General Terms and Conditions)

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Contact us today

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