

Critical Information Summary

Partner Site 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 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. Changing plans incurs a once-off \$55.00 plan change 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 internet service would continue as a stand alone service.

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). The telephone service would continue as a stand alone service. Monthly charge may increase due to the bundle being discontinued.

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	\$10.00
Second line and subsequent lines	\$15.00

Call Rates in Australia

Types of Call	Call Connection	Rate per Minute*
Calls to 1800 numbers	Free	Nil
On-site community calls		
Local calls		
Long distance calls (within Australia)		
Calls to mobile phones (within Australia)		
Calls to 13 numbers (13 xxxx and 1300 xxx xxx)	27.5c	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

Advantage Monthly Data Plan Options

This table shows pricing for FiBand Internet services for partner sites. All plans include unlimited data (uploads and downloads). Pivit's Fair Use Policy applies.

Partner Site Monthly Data Plan Options				
Plan Speed	Up to 70/70 Mbps	Up to 100/100 Mbps	Up to 200/200Mbps	Service Establishment Fees
Monthly Price	\$55.00	\$85.00	\$110.00	Month-to Month \$99.00
Price of 1GB	N/A	N/A	N/A	Onsite Visit – If needed
Minimal Total price	\$55.00	\$85.00	\$110.00	Add \$165.00 on all plans
All prices shown include GST. Standard fees can be found on Pivits website www.pivit.com.au				

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
Fi-Band™ Internet Access service. 1-Month (No lock in) contract. (If an on-site visit is required, an additional charge applies– see below)*	\$99.00 (per application)
Pivit Residential FiTel™ telephone service. 1-Month (No lock in) contract (If an on-site visit is required, an additional charge applies - see below)*	\$99.00 (per application)
PLEASE NOTE:	
<ul style="list-style-type: none"> * An on-site visit by a Pivit Technician is required if there has been no previous Pivit Internet 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 to the Pivit infrastructure. An on-site visit fee may apply and will be advised before booking. 	
On-site visit – Call Out A Pivit Technician is required at the premises to establish the service. (An on-site visit is only charged once if both Internet access and telephone services are established on the same visit). Call out fee includes first 30 minutes of labour. Labour thereafter charged in 30 minute increments.	\$165.00 (includes first 30 mins labour)
On-site visit – Labour A Pivit Technician is required at the premises to establish the service. (An on-site visit is only charged once if both Internet access and telephone services are established on the same visit). Call out fee includes first 30 minutes of labour. Labour thereafter charged in 30 minute increments.	\$89.00 (per half hour)
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 – Budget \$149.00 – Business Grade
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	

Relocation Fees for Both Services (Internet and Telephony)

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

Self install is only available where a previous Pivit 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™ Pivit'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 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, 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, 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.

