

Critical Information Summary

Partner Site Residential Internet-Only Service

Information About the Service

Service Description

These are fixed broadband internet 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 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 services.

Minimum Term

Pivit's broadband internet services are supplied on a month-to-month term.

Bundling Arrangements

Supply of this service does not require bundling with any other Pivit service. Once a broadband internet service is in place customers can change their plan to other bundled services or cancel the bundled service.

Changing plans incurs a \$55 plan change fee.

Equipment required

Customers need no additional equipment to operate Pivit's broadband internet services. The service is

terminated as an Ethernet RJ45 connection. It is recommended you install a compatible router if a wireless network is preferred. 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.

Information About Pricing

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

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				

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 service)
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

Pivit Services	Relocation Self Install	Relocation with Technician visit
Internet services	\$60.00	\$160.00

Self install is only available where a previous Pivit 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.

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 www.pivit.com.au.

