

Critical Information Summary

Partner Site Residential Telephony-Only Service

Information About The Service

Service Description of the services.

These are fixed 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 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 telephony services.

Bundling Arrangements

Supply of the service does not require bundling with any other Pivit service.

Equipment required

An Australian approved analogue telephony handset.

Minimum Term

Pivit telephony services are supplied on a month to month term

Connection Time

The standard connection time for an in-place connection (where a previous Pivit telephone service existed) is two (2) working days from when the completed service activation is received online via the Pivit web site. Add two (2) working days for paper-based service activations received via fax, email or post.

The standard connection time where there is no in-place connection (no previous Pivit telephone service existed) is ten (10) working days from when the completed service activation is received online via the Pivit web site. Add two (2) working days for paper based service activation forms received via fax, email or post.

Information About Pricing

Monthly Line Rental Charges Telephony-only Services

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

Telephony Service Establishment Charges

A service establishment charge applies for Pivit to activate each telephony service/line.

Service Establishment Charge	Charge
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 service)
PLEASE NOTE:	
<ul style="list-style-type: none"> * An on-site visit by a Pivit Technician is required if Pivit has not provided telephony services in the premises previously (for example new homes), or if a second or subsequent service is desired but there has been only one service previously activated. * An on-site visit by a Pivit Technician is available if a customer requires assistance in connecting their telephone to the Pivit telephony service. 	
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 two days or less. Pivit will reallocate resources where possible to accommodate priority installation requests, however this service is subject to availability	\$100.00 (additional charge)

Early Termination Charges

There are no early termination charges on Pivit telephony-only services.

Relocation Fees

Pivit Services	Relocation Self Install	Relocation with Technician visit
Pivit telephony-only service	\$60.00	\$160.00
* Technician visit 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.		

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 All prices shown INCLUDE GST

Other Information

Usage information can be obtained by emailing usage@pivit.net.au from your nominated email account.

Usage Information

Usage information including call details, can be obtained by logging on to the Pivit customer portal <https://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

Fax: 07 3387 3497

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 Customer Complaints resolution, on:

Email: feedback@pivit.com.au

Phone: 1300 66 33 20

Fax: 07 3387 3497

Mail: PO Box 2245 Logan City DC 4114

Further options:

If you are unsatisfied with our handling of the complaint and you have escalated this complaints handling, you may further assistance form the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only, full terms and conditions are available at <http://www.pivit.com.au>.