



Residential Internet Access and Telephone Services Partner Site Pricing and Service Information Guide



About Pivit

Pivit is a licensed telecommunications carrier providing services to communities across Australia. Pivit's network is based on next generation fibre optic infrastructure that enables video, telephone and broadband Internet access. This document provides pricing and information on the services offered by Pivit. The latest version is always available from Pivit's website (pivit.com.au). Please read this document in conjunction with Pivit's General Terms and Conditions.

Residential Internet Access Services

- Pivit's internet access services for residential customers are competitively priced, very high speed broadband internet access services. They are delivered using next generation fibre optic technology.
- Since Pivit's internet access services are delivered using fibre optic infrastructure a telephone connection is not required (like most DSL services), so Pivit customers don't pay for telephone line rental if not required.
- Pivit delivers the service as an Ethernet connection for quick and simple connection to PCs and local area networks. A broadband router is not required but is recommended if a wireless network is preferred.
- Pivit provides a number of different Fi-Band™ Internet Access Plans and all of the plans contained in this document include unlimited data allocation.

Fi-Band™ Internet Access Plans

Pivit's **Fi-Band™ Internet Access** plans allow you the flexibility to choose the components that meet your needs. Choose one option from each plan component, enter the monthly charge in the right-hand column and total the column to calculate your total monthly charge. All **Fi-Band™ Internet Access** plans have unlimited data. Pivit's Fair Use Policy applies.



Fi-Band™ Internet Service Plans

Starting at \$55 per month get incredible speed, unlimited data and no lock in contracts

Step 1 - Choose Internet Service

Plan Components	Internet Service Offer Options with per Month Charge				Enter Monthly Charge Below
Plan Speed Monthly Cost (Download/Upload) Unlimited Data Usage	<input type="radio"/> No Internet Service Add \$0	<input type="radio"/> Up to 70/70Mbps Add \$55	<input type="radio"/> Up to 100/100Mbps Add \$85	<input type="radio"/> Up to 200/200Mbps Add \$110	+

Step 2 - Choose Home Phone

Home Phone Monthly Cost (Includes unlimited local STD, local and mobile calls)	<input type="radio"/> No Home Phone Add \$0	<input type="radio"/> Home Phone Only Add \$15	<input type="radio"/> Bundle Home Phone with Internet Service Add \$10	+
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Total Monthly Charge	=
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Step 3 - Choose Router - Contact our Support Team for more information

Router	<input type="radio"/> No Router Required \$0	<input type="radio"/> Budget Router Add \$99	<input type="radio"/> Business Grade Router Add \$149	+
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Step 4 - Choose Technician Service for Router installation (See below for more information)

Technician Installation	<input type="radio"/> Not Required Add \$0	<input type="radio"/> Technician Required for installation Add \$165	+
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Step 5 - Add Service Establishment Fee (Please note this is required to start service)

Service Establishment Fee	Service Establishment Fee \$99	Add \$99
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Once - Off Fees	=
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IMPORTANT INFORMATION

An option from each component is required.

All plans count data uploads and downloads in the monthly data transfer allocation.

All prices shown include Federal Goods and Services Tax.

These plans are only available with an automatic payment plan.

A once-off service establishment charge applies for telephone and Internet access services, see sections below.

All plans are invoiced monthly in advance (1,000,000KB = 1,000MB = 1GB)

The availability of your chosen speed is subject to a service check at your location. Some premises do not have suitable infrastructure to support certain speeds. Pivit will confirm if your premises are not suitable at the time on installation.

Fi-Band™ Internet Access Fees and Charges

A service establishment charge applies to establish a Pivit Internet access service. A lead-in cable (from the street to your premises) needs to be already connected for the service to be established. If a lead-in cable is not already connected to the premises then Pivit can coordinate this installation and will provide a quotation if required. All applicable fees related to incorrect faults including technician call outs are listed below.

Name	Service Description	Charge
Service Establishment Fee	Fi-Band™ Internet Access service 1-Month (No lock in) contract	\$99
Priority Installation Fee	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 or requested 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
Routers	If you don't currently have a router, you can purchase one (including delivery).	\$99 - Budget \$149 - Business Grade
First Time Connection	If an internet and/or telephone connection has never been established at your premises, a once off \$300 connection fee applies	\$300
Late Cancellation	Where a site visit has been scheduled with a customer (end-user and was cancelled by the customer less than 8 hours prior to the scheduled appointment.	\$165
Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$165
On Site Visit – Call Out Fee	Where a customer requests a technician to undertake support or work beyond the *demarcation point. Example: Router installation or fault with internal network. Call out fee includes first 30 minutes of labour. Labour thereafter charged in 30 minute increments.	\$165 (Includes first half hour labour)
On Site Visit – Labour	Where a customer requests a technician to undertake support or work beyond the *demarcation point. Example: Router installation or fault with internal network. Call out fee includes first 30 minutes of labour. Labour thereafter charged in 30 minute increments.	\$89 (Per half hour)
PLEASE NOTE: An on-site visit by a Technician is required if there has been no previous Pivit Internet access service in the premises (for example, new homes). An on-site visit by a Technician is available if a customer requires assistance in connecting their computer/router to the Network infrastructure.		
All prices shown include GST		

***Demarcation point** - Also known as a boundary point or network boundary point. A demarcation point is the physical point at which the public network of a telecommunications company ends and the private network of a customer/end user begins. Pivit's Technician will connect and test that a single customer PC can connect to the Internet and that email can be sent and received.

Cabling within a customer's premise is the responsibility of the customer.

Additional Services

Name	Information	Charge
Single Static IP Address	Set Up Cost Waived if service ordered at time of initial connection. Static IP Address is from Pivit's domain and is retained by Pivit upon termination of service	Set Up \$25 Monthly \$5

(Fi-Band® Internet access services are offered in conjunction with Pivit's General Terms and Conditions)
 << This page must be completed and forwarded to Pivit for a Fi-Band® service>

Connection Time

The standard connection time for an **in-place connection** (where a previous Pivit Internet access service existed) is two (2) to seven (7) working days from when the completed service activation is received online via the Pivit website. Add two (2) to four (4) 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 Internet access service existed) is ten (10) working days from when the completed service activation is received online via the Pivit website. Add two (2) to four (4) working days for paper based service activation forms received via fax, email or post.

Network infrastructure must be available to connect services. A lead-in cable along with any internal cabling needs to have been installed and tested prior to Pivit connecting a 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.

You can change your plan by notifying Pivit via our online signup form or paper-based plan change form. A plan change fee of \$55.00 will be charged per plan change request.

All changes to a higher 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.

Fair Use Policy

The use of Pivit's Fi-Band™ Internet Access service is subject to Pivit's Fair Use Policy. This policy does not set a fixed maximum limit on the amount of data a customer is allowed to download or upload, but it does allow Pivit to act if an individual customer consistently downloads or uploads significantly more than the average Pivit customer or if uploads exceed downloads by more than four times.

At the sole discretion of Pivit, should a customer's use of the Pivit internet access service fall outside Pivit's Fair Use Policy, Pivit reserves the right to restrict or suspend the Internet service to that customer.

This fair use policy should be read in conjunction with Pivit Terms and Conditions.





Residential Fi-Tel™ Telephone Services

Pivot's **Residential Fi-Tel™ Telephone services** offer competitive line rentals and call charges.

Call rates are charged in one (1) second increments.

Community calls to other Pivot customers on-site are at no cost.

Advanced telephone features are available including inbound calling line ID, call forwarding, call return, voicemail and voicemail to email (additional charges for some of these services).

Standard connection time is ten (10) business days from receipt of service activation form (assumes lead-in-cable and internal cabling is suitable and in place)

Customer Service Guarantee

Pivot provides telephone services to customers in accordance with the Customer Service Guarantee Standard (CSG Standard), details of which are available on the Australian Communications and Media Authority website acma.gov.au.

The CSG Standard specifies maximum time-frames that apply to connecting a service, repairing a fault or service difficulty and attending appointments, as well as compensation payable by us if we do not comply with those time-frames.

Connection Time

The standard connection time for an in-place connection (where a previous Pivot telephone service existed) is two (2) to seven (7) working days from when the completed service activation is received online via the Pivot website. Add two (2) to four (4) 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 Pivot telephone service existed) is ten (10) working days from when the completed service activation is received online via the Pivot website. Add two (2) to four (4) working days for paper based service activation forms received via fax, email or post.

Network infrastructure must be available to connect services. A lead-in cable along with any internal cabling needs to have been installed and tested prior to Pivot connecting a service.

Residential Fi-Tel™ Telephone Charges

Name	Description	Charge
Residential Fi-Tel™ Monthly Line Rental	Bundled (with internet service) telephone line rental	\$10
	Stand alone telephone line rental	\$15
	Second and subsequent line rental	\$15
Service Establishment Fee	A service establishment charge applies for Pivit to activate each Fi-Tel™ telephone service. Charged per line established.	\$99
Priority Installation Fee	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 or requested 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
First Time Connection	If an internet and/or telephone connection has never been established at your premises, a once off \$300 connection fee applies	\$300
Late Cancellation	Where a site visit has been scheduled with a customer (end-user and was cancelled by the customer less than 8 hours prior to the scheduled appointment.	\$165
Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$165
On Site Visit – Call Out Fee	Where a technician is required or requested to undertake support or work beyond the *demarcation point. Example: handset installation or fault with internal network. Call out fee includes first 30 minutes of labour. Labour thereafter charged in 30 minute increments.	\$165 (Includes first half hour of labour)
On Site Visit – Labour	Where a technician is required or requested to undertake support or work beyond the *demarcation point. Example: handset installation or fault with internal network. Call out fee includes first 30 minutes of labour. Labour thereafter charged in 30 minute increments.	\$89 (per half hour)
<p>PLEASE NOTE: An on-site visit by a Technician is required if there has been no previous Pivit Internet access service in the premises (for example, new homes). An on-site visit by a Technician is available if a customer requires assistance in connecting their telephone handset to the Network infrastructure.</p>		
All prices shown include GST		

***Demarcation point** - Also known as a boundary point or network boundary point. A demarcation point is the physical point at which the public network of a telecommunications company ends and the private network of a customer/end user begins.

Pivit's technician will test connectivity to the phone, using a Pivit laptop at the demarcation point (first point in your premises.) If the internal cabling is in place, the technician will patch it across to an outlet designated by you. Cabling within the premises is the responsibility of the customer.

(Residential Fi-Tel™ telephone services are offered in conjunction with Pivit's General Terms and Conditions)

Additional Fi-Tel™ Telephone Services

Service Name	Details	Setup Charge	Monthly Charge
Outbound Calling Line ID Blocked	Outbound calling line ID is blocked.	#\$25.00	\$1.50
Silent Number	Outbound calling line ID is blocked and phone number is not published in White Pages.	#\$25.00	\$1.50
Voicemail	Callers can leave a message when you are unable to take call. Record your own personal greeting. Retrieve messages via telephone.	#\$25.00	\$3.00
# Setup charge waived if additional service is ordered when line is initially activated.			

Fi-Tel™ Telephone Call Rates

Types of Call	Call Connection	Rate per Minute*
Calls to 1800 numbers	Free	Nil
Calls to collect Pivit voicemail		
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
International call rates	See Pivit's website	
Calls to 19xx numbers	Varies per call	

* Call charges are in one (1) second increments. See Pivit's web site (pivit.com.au) for international call rates by country.

(Residential Fi-Tel™ telephone services are offered in conjunction with Pivit's General Terms and Conditions)

General Information

Terms and Conditions

Please refer to Pivit's General Terms and Conditions which are available on Pivit's website – pivit.com.au.

Payments

Telephone line rental and Internet access charges are invoiced monthly in advance. Call charges for telephone services, excess data charges for internet access services (where applicable), and any other charges are invoiced in the following month.

Invoices

Pivit issues electronic invoices monthly via email to a nominated email address. Paper copies can be sent via Australia Post at a cost of \$5.50 per invoice.

Payment Options

- Pivit has two payment options for Residential services.
- Automatic payment via direct debit from a nominated bank account.
- Automatic payment via a nominated credit card.

Automatic payment notes:

- Automatic payments require the Direct Debit or Credit Card payment form to be completed.
- Automatic payments occur fourteen (14) days from date of invoice.
- If an automatic payment is declined we will charge you an administration fee of \$20 per invoice.

Reconnection charge

A reconnection charge of \$55.00 applies for services that have been disconnected due to non-payment.

Service Relocation

Customers can relocate their Pivit Fi-Band™ and/or Fi-Tel™ to new premises on Pivit's network. The following charges apply. Service Relocation Charges

Services	Relocation Self Install	Relocation Technician Visit
Pivit Fi-Tel™ telephone service only	* \$60.00	# \$160.00
Pivit Fi-Band™ Internet service only	* \$60.00	# \$160.00
Pivit Fi-Band™ AND Fi-Tel™ 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 and that email can be sent and received. 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.

Service Disconnection

Thirty (30) days notice is required for billing to cancel or disconnect services. This notice can be in writing using the Service Disconnection Form or by completing the online form on the Pivit website. Please note the thirty (30) days notice starts on date received.

Service Agreement

We aim, but do not promise, to provide all Pivit customers with fault-free services.

Connecting to the Pivit Network

Telecommunications are supplied to all premises via a lead-in cable from the communications box in the premises to the fibre optic network in the street. The lead-in cable must comply with any Body Corporate covenants to take full advantage of the Pivit services.

All internal premises cabling is the responsibility of the owner or the contractor who installed it. Please contact Pivit on 1300 66 33 20 if you are unsure whether your lead-in cable and/or internal premises cabling is adequate for you to obtain telecommunications services from Pivit. Pivit can arrange to inspect your cabling at a fee of \$70.00.

Equipment - Router

Pivit's internet access service does not require a broadband router but a router is recommended. A router enables multiple PC's to share a single Internet connection by creating a home local area network (LAN). The following list of router suppliers is indicative only of routers that Pivit customers have successfully connected to the Pivit network.

Manufacturer	Models
Apple	Airport Express
EnGenius	ESR300
Netgear WNR2200	R7000

Router Warranty

Wireless routers warranties are valid for 12 months from date of invoice and are only valid for the original purchaser of the router. If the router fails during normal and proper use within the Warranty Period, Pivit will refund or replace the router. The option to either refund or replace the product is at the sole discretion of Pivit.

If Pivit chooses to replace this router, the replacement product will be determined by Pivit. The failed router in question will need to be returned to Pivit at the expense of the purchaser for testing, prior to a replacement or refund being issued. In the event that Pivit chooses to refund monies paid for a router, this refund will be applied as a credit to the purchaser's customer account. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, any software programs, normal wear and tear or any other event, act, default or omission outside Pivit's control.

Next Steps

Questions? For further information or to clarify any of the information above please check the Pivit website at pivit.com.au or call on 1300 66 33 20 or email to info@pivit.com.au. The service activation form is available for download from pivit.com.au or by contacting Pivit on 1300 66 33 20 to request a copy by email, fax or mail.

Pivit will contact you to arrange your service connections.



Service and Support

We aim, but do not promise, to provide all Pivit customers with fault-free services.

Service Faults

Service Faults (when your Pivit service is not operating) can be logged 24 x 7. Contact details below.

Pivit needs the following information to log a service fault - Customer number, phone number, service type and how long the service has not been operating. Pivit's Network Engineering Team is notified immediately when a service fault is logged.

Solution Support

Pivit provides Solution Support assistance in using your Pivit service. Solution Support is available 7am-7pm AEST Monday to Saturday (the coverage window). Outside normal business hours (and in times of peak call volume) please leave a voicemail and a Pivit Customer Service Representative will return your call as soon as possible inside the coverage window.

Pivit needs the following information to log a solution support request: - Customer number, phone number, service type and the support request. Pivit's Support Team is notified in the coverage window when a solution support request is logged.

STANDARD RESPONSE TIMES

Response time

- 2 hour response (phone) within the coverage window
- 4 hours (on-site) if required within the coverage window

Please note these response times may increase if an unusually large outage affects our network that causes abnormally high call volumes.

Support coverage window

- 9am – 5pm Business Days (Australian Eastern Standard Time)

Service restoration target

- Next business day

Please note: Our team will respond within the time frames listed when a fault is logged. Whilst our team will endeavor to rectify your fault as soon as possible, our service restoration target is next business day as there may be other factors involved in restoring your service that cannot be completed outside of business hours.

Support Contact

- **Email:** support@pivit.com.au
- **Online:** (pivit.com.au)
- **Telephone:** 1300 66 33 20 (Leave a voicemail if a Support Team member is unavailable)





Connecting People Workplaces and Communities



Contact us today

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Email: sales@pivit.com.au

Web: pivit.com.au



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