



Residential Internet Access and Telephone Services Partner Site Service Activation Form

Customer Details

Pricing as per this form. All other information stated in our Residential Telecommunication Services Pricing and Service Information Guide and Critical Information Summary apply.

Please complete this page for any Pivit service					
(Please print clearly and tick boxes where appropriate)					
Title:	<input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> __other		Existing Customer	<input type="radio"/> Yes <input type="radio"/> 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	
Previous Street Address					
Suburb		State		Postcode	
Additional ID Type	<input type="radio"/> Drivers Licence / <input type="radio"/> Passport / <input type="radio"/> Medicare Card / <input type="radio"/> Student ID				
ID Number		ID Expiry			

Pivit invoices can be sent via Email (no admin charge) or sent via Australia Post (admin charge of \$5.50 per invoice)

Please indicate your billing preference: <input type="radio"/> Via Email / <input type="radio"/> Via Australia Post to Billing Address above	
Email Address	

Pivit only offers automatic payment options for these Fi-Tel™ and Fi-Band® services.

Automatic Payment Options (Choose one)	<input type="radio"/> Automatic Direct Debit Payment - from a nominated bank account (please complete form)
	<input type="radio"/> Automatic Credit Card Payment - from a nominated credit card (please contact Pivit on 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 Residential Telecommunications 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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Password identification

To ensure your privacy, you may be asked to identify yourself with personal information. This may include information such as your account number, your full name, your date of birth and/or a question and answer. Please complete your security question and answer below. Please provide a password for the security of your records in a question and answer format.

Question:	(For Example: "Pet's Name")	Answer:	(For Example: "Spot")
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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

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

Fi-Band™ Internet Service Plans

Please note that these plans are **ONLY** available with an automatic payment plan

Please complete this page for Residential Internet services

(Please print clearly and tick boxes where appropriate)

Priority Install Please Indicate	A priority install reduces the standard connection time to 8 business hours (in-place connections) or 2 business days or less for on-site visits \$100 (service is subject to availability).	<input type="radio"/>
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Fees and Charges

Applicable fees related to incorrect faults including technician call outs are listed below.

Code	Name	Service Description	Charge
F1	Late Cancellation	Where a site visit has been scheduled with a customer (end-user) for a new service and was cancelled less than 8 hours prior to the scheduled appointment.	\$165
F2	Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$165
F3	On Site Visit – Call Out Fee	Where a customer requests a technician to undertake support or work beyond the *demarcation boundary. 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)
F4	On Site Visit – Labour	Where a customer requests a technician to undertake support or work beyond the *demarcation boundary. 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)

*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. This is where the cable physically enters a building.

Preferred Service Activation Date	Date		Pivot's Provisioning Team will be in contact to coordinate the service activation.
Special Instructions			

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

Residential Telephone Services

Please complete this page for Residential Fi-Tel™ telephone services			
(Please print clearly and tick boxes where appropriate)			
Fi-Tel™ Telephone Service	Bundled telephone line with internet is \$10 per month Stand alone telephone line rental is \$15 per Month. Second and subsequent lines \$15 per month.		
	Fi-Tel™ Telephone services required	(Please indicate the total number of telephone services required)	
Service Establishment Charge Please Indicate (ü)	Service establishment charge is \$99 per telephone service		<input type="radio"/>
	An on-site visit by a Network Technician is required if there has not been a previous telephone service in the premises (e.g new homes), or if a second or subsequent service is desired but there has been only one service previously activated.		
	On-site visit. A Network Technician is required at the premises to install the service. \$165		<input type="radio"/>

(Please note: An on-site visit is charged only once when both Internet access and telephone services are established on the same visit).

Priority Install	A priority install reduces the standard connection time to 8 business hours (in-place connections) or 2 business days or less for on-site visits - \$100 (service is subject to availability).		<input type="radio"/>
Additional Fi-Tel™ Telephone Features Please Indicate (ü)	Outbound calling ID blocked	\$1.50 per month	<input type="radio"/>
	Silent Number	\$1.50 per month	<input type="radio"/>
	Voicemail	\$3.00 per month	<input type="radio"/>
Preferred Service Activation Date	Pivot's Provisioning Team will be in contact to coordinate the service activation.		
Special Instructions			

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 << This page must be completed and forwarded to Pivot for a Fi-Tel™ service >>

Support Contact

- **Email:** support@pivot.com.au
- **Online:** (pivot.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

Phone: +61 7 3387 3499 | 1300 66 33 20

Email: sales@pivvit.com.au

Web: pivvit.com.au



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