



SME Business Internet Access and Telephone Services  
Plan Change Form

# Customer Details

Please refer to the Business Pricing and Service Information Guide for service details.

Please complete this page for any Pivit service					
(Please print clearly and tick boxes where appropriate)					
Company Name		ABN			
Customer Number					
Company Phone		Fax			
Billing Address					
Suburb		State	QLD	Postcode	
Service Address					
Suburb		State	QLD	Postcode	
Your Authorised Technical Representative	First Name		Last Name		
	Phone		Email		
	Mobile				
Your Authorised Accounts Representative	First Name		Last Name		
	Phone		Email		
	Mobile				

Payment Options (Choose one)	<input type="checkbox"/>	Automatic Direct Debit Payment - from a nominated bank account (please complete form)
	<input type="checkbox"/>	Automatic Credit Card Payment - from a nominated credit card (please phone 1300 66 33 20)
	<input type="checkbox"/>	Pay on invoice

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:      Via Email /      Via Australia Post					
Email Address					
Mailing Address					
Suburb		State	QLD	Postcode	

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](http://pivit.com.au). I confirm that I have read and understand the service information contained in Pivit's Business 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 signing this form I confirm that I am an authorised organisation/company representative and I further acknowledge that the organisation/company mentioned above is 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.

Authorised Representative	Name		Date	
	Signature			

<< This page must be completed and forwarded to Pivit for any service activation >>

## Changing Plans or Products

Customers can change their plan speed or monthly data allocation. All plan changes incur a once-off plan change fee of \$55.00. Please note plan changes are not a support issue and are only completed during business hours Monday - Friday, 9am - 5pm. Please note that when changing plans you may be liable for early termination fees as well as all applicable new contract establishment fees. Please carefully read the following section on Early Contract Termination Fees for further information.

### Changing Plans When In Contract

You can change your plan whilst in contract by notifying Pivit via our plan change form. All changes to a higher or equal 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. Your current contract length and end date will remain unchanged if you choose the same contract length that you currently have.

### Changing Plans When Out Of Contract

You can change your plan whilst out of contract by notifying Pivit via this plan change form. All changes to a higher or equal 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. 36 and 24 month contracts can be chosen without incurring the cost of an establishment charge. Month-to-month contracts incur a once-off establishment fee of \$99.00.

### Early Contract Termination Charges

Pivit Internet access customers who selected a 24 or 36-month contract are liable for an early termination charge. The termination charge is based on how far into the current contract you have progressed. For example \$100/month plan with 6 months remaining on contract will incur a \$600 early contract termination charge.

### Fair Use Policy

The use of Pivit's Business 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 Internet Access Plan 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 policy should be read in conjunction with Pivit's General Terms and Conditions.



# Business SME Internet Access Plans – Plan Change

Pivit's new SME Business Plans are designed for small-to-medium businesses. These plans allow you the flexibility to choose the components that meet your business needs.

## Step 1 Choose your plan speed

Choose Plan Speed (Download/Upload)	Up to 50/20Mbps Add \$20 <input type="checkbox"/>	Up to 100/40Mbps Add \$30 <input type="checkbox"/>	+\$
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## Step 2 Choose your data usage plan – (Uploads and downloads)

Choose monthly data usage plan	400GB Add \$60 <input type="checkbox"/>	Unlimited Add \$80 <input type="checkbox"/>	+\$
Minimum Monthly Charge (please add two component charges)			=\$
\$1 per GB excess usage (max \$100 per month in excess data charges)			

## Step 3 Choose your current contract

Are you still in a current contract?	No – Please move to step 4
	Yes – Date of contract expiry will remain the same, please submit form

## Step 4 Choose your current contract

New Contract Service establishment fee (Once off)	36 month Agreement Add \$0 <input type="checkbox"/>	24 month Agreement Add \$0 <input type="checkbox"/>	1 month Agreement Add \$99 <input type="checkbox"/>
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## Step 5 Submit your completed form to [support@pivit.com.au](mailto:support@pivit.com.au)



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All prices shown include GST