

# Critical Information Summary

## Business 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 without a minimum 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 Services

| Number of Lines | Monthly Line Rental Charge (each) |
|-----------------|-----------------------------------|
| First line      | \$38.50                           |
| 2-5 Lines       | \$35.00                           |
| 6-10 Lines      | \$31.50                           |
| 11-20 Lines     | \$28.00                           |
| 21-40 Lines     | \$26.00                           |
| 41 plus lines   | \$25.00                           |

#### Telephony Service Establishment Charges

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

| Connection Type  | First line | Second line and subsequent lines |
|--|------------|----------------------------------|
| New 'in-place' connection. A previous service existed at the premises. An on-site visit by a Technician IS NOT required.   | \$165.00   | \$165.00                         |
| New 'in-place' connection. A previous service existed at the premises. An on-site visit by a Technician IS required to connect cabling at the communications box.                | \$265.00   | \$165.00                         |
| New connection. An on-site visit by a Technician IS required to connect cabling at the communications box.   | \$295.00   | \$165.00                         |
| New connection with Fi-Band™ Internet access service to be installed at same time. An on-site visit by a Technician IS required to connect cabling at the communications box.    | \$165.00   | \$165.00                         |
| Priority install. Reduce the standard connection time to two (2) business days or less. Pivit will reallocate resources where possible – this service is subject to availability | \$395.00   | \$100.00                         |
| * A Network Technician will connect and test that a single telephone can make and receive calls. Cabling within a customer's premise is the responsibility of the customer.      |            |                                  |

## Early Termination Charges

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

## Relocation Fees

| Pivit Services               | Relocation Self Install | Technician visit |
|------------------------------|-------------------------|------------------|
| Pivit telephony-only service | \$90.00                 | \$220.00         |

\* **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 Calls                                 | Call Connection | Rate per Minute*    |
|--|-----------------|---------------------|
| Local calls                                    | 13.2c           | Nil                 |
| Long distance calls (within Australia)         | 11c             | 13.2c               |
| Calls to mobile phones in Australia            | 11c             | 27.5c               |
| Calls to 13 numbers (13 xxxx and 1300 xxx xxx) | 27.5c           | Nil                 |
| Calls to 1800 numbers                          | Free            | Nil                 |
| Calls to 1900 numbers                          | Varies per call | Varies per call     |
| International call rates                       | 11c             | See Pivit's website |

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](mailto: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](mailto: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](mailto: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>.