

Critical Information Summary Business SME Internet Services

Information About the Service

Service Description

These are fixed broadband internet 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 broadband internet 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 broadband internet services.

Minimum Term

Pivit's broadband internet services are supplied on a month-to-month, 24 or 36 month contract term.

Bundling Arrangements

Supply of this service does not require bundling with any other Pivit service. Once a broadband internet service is in place customers can change their plan to other bundled services or cancel the bundled service. Early termination charges apply as shown below (please see Information About Pricing section).

Changing plans incurs a \$55 plan change fee.

Equipment required

Customers need no additional equipment to operate Pivit's broadband internet services. The service is terminated as an Ethernet RJ45 connection. It is recommended you install a compatible router. You can purchase one from Pivit with your service request or source your own. If you need support please go to our FAQ's page at www.pivit.com.au or contact our customer service team.

Information About Pricing

This table shows pricing for services up to 50/20Mbps. For services up to 100/40Mbps add \$10.00 to monthly price.

SME Monthly Data Plan Options

SME Monthly Data Plan options			
	400GB	UNLIMITED	Service Establishment Fees
Monthly price - no contract	\$80.00	\$100.00	Month to Month \$199
Price of 1GB – month to month contract	\$0.20	N/A	24 Month Contract \$99
Minimal Total Price – month to month contract	\$80.00	\$100.00	36 Month Contract \$199
Minimal Total Price – 24 Month Contact	\$1920.00	\$2400.00	On-site Visit (if needed) Add \$165 on all plans
Minimal Total Price – 36 Month Contact	\$2880.00	\$3600.00	
Service Establishment Charges			Charge
Fi-Band™ Business SME Internet Access service. 36-Month contract. (If an on-site visit is required, an additional charge applies- see below)*			\$0.00 (per service)
Fi-Band™ Business SME Internet Access service. 24-Month contract. (If an on-site visit is required, an additional charge applies- see below)*			\$99.00 (per service)
Fi-Band™ Business SME Internet Access service. Month to Month contract. (If an on-site visit is required, an additional charge applies- see below)*			\$199.00 (per service)
Please Note:			
<ul style="list-style-type: none"> An onsite visit by a Pivit technician is required if there has been no previous Pivit Internet access service in the premises. An on-site fee may apply and will be advised before booking. An onsite visit by a Pivit technician is available if a customer required assistance in connecting their computer/router to the Pivit infrastructure. An onsite visit fee will apply. 			

Service Establishment Charges	Charge
On-site visit. A Pivit Technician is required at the premises to establish services. (An on-site visit is only charged once if both Internet access and telephone services are established on the same visit).	\$165.00 (per visit)
PLEASE NOTE: 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.	
Priority install additional charge. 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 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	395.00 (additional charge)
Router If you don't currently have a Non-ADSL router, you can purchase one (including delivery).	\$149.00
First Connection Fee - If an internet and/or telephone connection has never been established at your premises, a once off \$300 connection fee may apply.	\$300.00
Standard Fees can be found on Pivit's website All prices shown include Goods and Services Tax	

Early Termination Charges

Pivit internet customers who choose 24-month and 36-month contracts are liable for an early termination charge should the service be disconnected prior to the agreed contract expiring. The termination charge is based on how far into the contract you have progressed. For example, \$100/month plan with 6 months remaining on a contract will incur a early termination charge of \$600.00.

Relocation Fees

Pivit Services	Service Relocation Fee	Technician visit
Internet services	\$90.00	\$220.00
<p>* Technician visit For Fi-Band™ Pivit's Technician will configure and test that a single PC can connect to the Internet. This service may not be required if customer can complete a self install relocation. # Self install is only available where a previous Pivit 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</p> <p>Please note that cabling within a customer's premise is the responsibility of the customer.</p>		

Other Information

Usage Information

Usage information can be obtained by logging on to the Pivit customer portal <http://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

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 our Complaints Resolution Team:

Email: feedback@pivit.com.au

Phone: 1300 66 33 20

Mail: PO Box 2245 Logan City DC 4114

Further options:

If you are unsatisfied with our handling of the complaint and you wish to further escalate this complaint, you may request further assistance from the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

This is a summary only, full terms and conditions are available www.pivit.com.au.

