



SME Internet Access and Telephone Services
Pricing and Service Information Guide



Who is Pivit

Pivit is a licensed Australian owned telecommunications provider who specialises in internet services over Fibre optic networks. Pivit believes in helping business succeed and has over 15 years experience in delivering business grade internet services to a wide range of customers.

This document provides pricing and information about Pivit's business-grade services. The latest version is always available from Pivit's website at www.pivit.com.au

Business SME Internet Access Services

Pivit provides business-grade high speed broadband Internet Services at a competitive price. Pivit's high-speed fibre optic networks enable Pivit to provide the best connectivity through a full range of services including voice, video, telephone and broadband Internet access.



Wide range of flexible plans

Pivit offers a wide range of Internet access plans to suit any type of business. We also offer tailored options for businesses that require something unique.



Reliability and Support

Pivit monitors their networks continuously (24x7) and offers several service level agreements to maximise availability of your network connectivity to ensure every customer has access to reliable quality internet.



Connection Time

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).



Pivit connects corporate networks to other carriers or provides wholesale services directly to carriers. Services range from 1Mbps through 10Gbps and include full quality of service and monitoring capabilities. Please contact Pivit for a quotation (sales@pivit.com.au).





Business SME Internet Access Plans

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

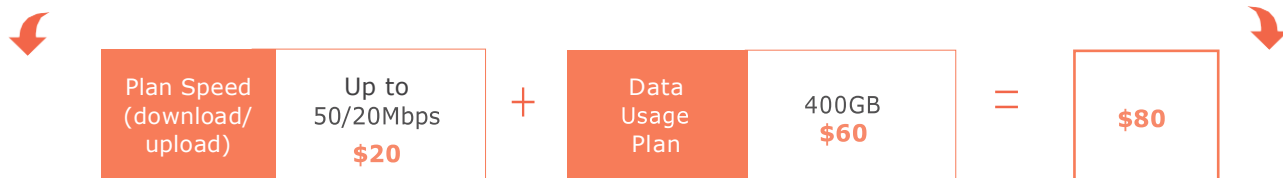
Plan Speed Monthly Cost (Download/Upload)	Up to 50/20Mbps Add \$20	Up to 100/40Mbps Add \$30
		

Step 2 Choose your data usage plan – (Uploads and downloads)

Monthly Data Allowance	400GB Add \$60	Unlimited Add \$80
	\$1 per GB excess usage (max \$100 per month in excess data charges)	
		

Step 3 Add the value of the plan speed and the value of the data usage plan to determine total monthly price

For example, a 50/20Mbps service with 400GB of data would be \$80 per month (\$20 + \$60)



Step 4 Next choose your agreement length

Service Establishment Fee	36 Month Agreement \$0	24 Month Agreement \$99	1 Month Agreement \$199
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Service Establishment Notes

A Service Establishment / Installation charge applies to establish an Internet access service. A lead-in cable AND Pivit Business-grade infrastructure needs to be already connected to the premises for the service to be established.

If a lead-in cable is NOT already connected to the premises or should Pivit Business-grade infrastructure NOT be in place then Pivit can coordinate this installation and will provide a quotation to coordinate this installation.

Pivit's Technician will configure and test that a single 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.

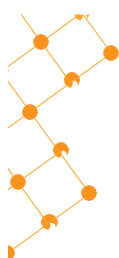
Service Establishment Charges	Charge
Fi-Band™ Business SME Internet Access service. 36-Month contract. (If an on-site visit is required, an additional charge applies– see below)*	\$0.00 (per service)
Fi-Band™ Business SME Internet Access service. 24-Month contract. (If an on-site visit is required, an 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. 	
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	

Additional Services

Service	Once Off Charge	Monthly Charge
5 Public IP Addresses (29 range)	\$260	\$50
13 Public IP Addresses (28 range)	\$260	\$130
IP Addresses other than above (more or less)	Price on application	
Co-location services (From 2RU to a full rack)	Price on application	

Corporate and Carrier Interconnect Services

Pivit connects corporate networks to other carrier's wholesale services directly. Services range from 1Mbps through 10Gbps and include full quality of service and monitoring capabilities. Please contact Pivit for a quotation (sales@pivit.com.au / 1300 66 33 20).



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 Telephone Services

Pivit's business telephone services offer competitive line rentals & call charges. Call rates are charged in one (1) second increments for long distance, mobile and international calls. Community calls to other Pivit customers on-site are at no cost.

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

Service Establishment Charges

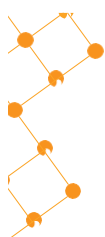
A service establishment charge applies for Pivit to activate each Fi-Tel™ telephone line.

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.		

Line Rental Charges

Number of Lines	Monthly Line Rental Charge
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

The line rental charge includes the following telephone features: inbound calling line ID display, abbreviated dialling, call forwarding, call return, call transfer, call waiting and call blocking. (See Pivit's web site for helpful information on using these telephone features).



Additional Telephone Services

Service Name	Service	Details	Setup Charge	Monthly Charge
BTVM1	Voicemail	Callers can leave a message when you are unable to take a call. Record your own personal greeting. Retrieve messages via telephone or e-mail.	#\$25.00	\$3.00
Additional 'PABX like' features such as auto attendant, call queuing, music on hold and multi-line conferencing are available at some locations. Please contact Pivit regarding these services.				
# Setup charge waived if additional service is ordered when line is initially activated.				

Call Rates

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 1 second increments

Location Specific Information

Fees and Charges

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

Name	Service Description	Charge
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.	\$165.00
Fault Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$165.00
On Site Technician – Call Out	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)

* 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.

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 using contact details below.

Pivit needs the following information to log a service fault - your 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: - Your Pivit 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 or email) within the coverage window
- 4 hours (on-site) if required within the coverage window

Support coverage window

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

Service restoration target

- Next business day

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)



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 three payment options for Business customers:

- Automatic payment via direct debit form
- Automatic payment via a nominated credit card
- Manual payment via direct deposit/BPAY

Automatic payment notes:

- Automatic payments require the Direct Debit or Credit Card payment form to be completed
- Automatic payments are processed fourteen days from date on invoice
- If an automatic payment is declined, we will charge you an admin fee of \$20

Manual payment notes:

- Manual payments may require a credit check
- If a payment is overdue an admin fee of \$5.50 per invoice will be charged.
- Allow 3 business days for your payment to be processed by ensuring your payment is lodged with your financial institution 3 business

days before the due date.

Reconnection charge

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

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.

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.



Connecting People Workplaces and Communities



Contact us today

Phone: +61 7 3387 3499 | 1300 66 33 20
Email: sales@pivit.com.au
Web: pivit.com.au

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