

Connecting People  
Workplaces and  
Communities



SME Internet Access and Telephone Services  
Activation Form

**Pivit**

## 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)		Automatic Direct Debit Payment - from a nominated bank account (please complete form)
		Automatic Credit Card Payment - from a nominated credit card (please phone 1300 66 33 20)
		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			

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# 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

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 Next choose your agreement length

Service Establishment Fee	36 Month Agreement \$0	24 Month Agreement \$99	1 Month Agreement \$199
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All prices shown include Federal Goods and Service Tax (GST)

Previous service at this premises?	Has there been a previous Pivit Internet access services at this premises? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		
Pivit Lead in Cable	Is there a Pivit Lead in Cable to your premises? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		
On-site Installation?	Do you require a Pivit technician to attend for onsite installation? <a href="#">See service charges below</a>		<input type="checkbox"/>
Priority Installation	A priority install reduces the standard connection time to two (2) business days or less (if available) <b>\$395.00</b>		<input type="checkbox"/>
Preferred Service Activation Date			
Special Instructions			

	Details	Monthly Charge	Once off Fee
Additional Services Tick as required	5 Public IP Addresses (29 Range)	\$50 per month	\$260.00 establishment fee
	13 Public IP Addresses (28 Range)	\$130 per month	
	IP Addresses other than the above	Price on Application	
	Co-location services (from 2 RU to a full rack)	Price on Application	Price on Application

Please note an onsite technician visit may be required if there has not been a previous service before or if specialised equipment or services are requested on application. Additional set up fees may be incurred, please see our table of fees below.

Business internet services are offered in conjunction with Pivit's General Terms and Conditions  
<< This page must be completed and forwarded to Pivit for a Business internet service >>

## Business Telephone Services



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

### 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

Please indicate the total number of telephone services required in the box.

### Service Establishment Charges

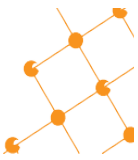
A service establishment charge applies for Pivit to activate each business telephone line.

Connection Type	First line	Second line and subsequent lines
<b>New 'in-place' connection.</b> A previous service existed at the premises. An on-site visit by Network Technician IS NOT required.	\$165.00	\$165.00
<b>New 'in-place' connection.</b> A previous service existed at the premises. An on-site visit by Network Technician IS required to connect cabling at the communications box.	\$265.00	\$165.00
<b>New connection.</b> An on-site visit by Network Technician IS required to connect cabling at the communications box.	\$295.00	\$165.00
<b>New connection with Internet access service to be installed at same time.</b> An on-site visit by Network Technician IS required to connect cabling at the communications box.	\$165.00	\$165.00
<b>Priority install.</b> 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 single telephone can make and receive calls. Cabling within a customer's premise is the responsibility of the customer. PABX connectivity is the responsibility of the customer.		

### Additional Service Information

Previous service at this premises?	Has there been a previous Pivit Internet access services at this premises? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	
Pivit Lead in Cable?	Is there a Pivit lead in cable to your premises? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	
Voicemail?	Callers can leave a message when you are unable to take a call. Record your own personal greeting. <b>\$3.00 per month</b>	<input type="checkbox"/>
Technician Installation?	Do you require a Pivit technician to attend for onsite installation? <b>See service charges below</b>	<input type="checkbox"/>
Priority Installation?	A priority install reduces the standard connection time to two (2) business days or less (if available) <b>\$395.00</b>	<input type="checkbox"/>
Preferred Service Activation Date?		
Special Instructions		

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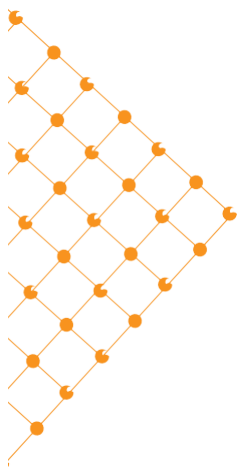
## Location Specific Information

# 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.



Contact us today

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