

Critical Information Summary

Residential Internet-Only Service 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 or 24 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 to a lower value plan while in a contract period incurs a \$30 downgrade fee. Changing plans while out of contract 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

Advantage Monthly Data Plans

Advantage Unlimited Monthly Data Plan Options			
Plan Speed (Download/Upload)	1 Month Contract Minimum Total	24 Month Contract Minimum Total	Service Establishment Fees
Up to 25/5 Mbps	\$70.00	\$1,680.00	Month to Month \$150.00 24-Month Contract \$0.00 Onsite visit (if needed) Add \$185.00 (on all plans)
Up to 50/20 Mbps	\$80.00	\$1,920.00	
Up to 100/20 Mbps	\$90.00	\$2,160.00	
Up to 100/40 Mbps	\$100.00	\$2,400.00	
Up to 250/25 Mbps	\$120.00	\$2,880.00	
Up to 250/100 Mbps	\$170.00	\$4,080.00	
Up to 500/200 Mbps	\$255.00	\$6,120.00	
Up to 1000/50 Mbps	\$160.00	\$3,840.00	
Up to 1000/400 Mbps	\$295.00	\$7,080.00	

Standard fees can be found here <http://pivit.com.au/images/files/pdf/residential-pricing-and-service-information-guide.pdf>
All prices shown include GST

Service Establishment Charge	Charge
Fi-Band® Internet Access service. 24-Month contract. (If an on-site visit is required, an additional charge applies – see below)*	\$0.00 (per application)
Fi-Band® Internet Access service. 1-Month (No lock in) contract. (If an on-site visit is required, an additional charge applies – see below)*	\$150.00 (per application)

PLEASE NOTE:
* An on-site visit by a Pivit Technician is **required** if there has been no previous Pivit Internet access service in the premises (for example, new homes). An on-site visit fee may apply and will be advised before booking.
* An on-site visit by a Pivit Technician is **available** if a customer requires assistance in connecting their computer/router to the Pivit infrastructure. An on-site visit fee may apply and will be advised before booking.

Service Establishment Charge	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).	\$185.00 (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 a services, priority install is considered to be 2 business days or less. Pivit will reallocate resources where possible - this service is subject to availability.	\$100.00 (additional charge)
Router - If you don't currently have a Non-ADSL router, you can purchase one (including delivery).	\$99.00 Budget Router \$179.00 Business Grade Router
First Connection Fee - If an internet and/or telephone connection has never been established at your premises, a once off \$300.00 connection fee applies.	\$300.00
All prices shown INCLUDE GST	

Early Termination Charges

Pivit internet customers who choose 24-month contracts are liable for an early termination charge should the service be disconnected prior to the agreed contract expiring. This is charged at \$15.00 per month for the remaining contract period. For example, a customer who requests to terminate their service with 10 months remaining in their contract will incur an early termination fee of \$150.00.

Relocation Fees

Pivit Services	Relocation Self Install	Relocation with Technician visit
Internet Services	\$66.00	\$176.00
<p># 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>* Technician visit For Fi-Band® Pivit's Technician will configure and test that a single PC can connect to the Internet.</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

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

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.

