

Critical Information Summary

Residential Telephony-Only Service

Information About the Service

Service Description

These are fixed telephony 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 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 broadband telephony services.

Minimum Term

Pivit telephony services are supplied without a minimum term.

Bundling Arrangements

Supply of the service does not require bundling with another Pivit service.

Equipment Required

An Australian approved analogue telephony handset.

Connection Time

The standard connection time for an in-place connection (where a previous Pivit telephone service existed) is two (2) to seven (7) 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 email.

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 email.

Information About Pricing

Monthly Line Rental Charges Telephony Services

Number of Lines	Monthly Line Rental Charge
First Line	\$25.00
Second line and subsequent lines	\$20.00

Telephony Service Establishment Charges

Service Establishment Charge	Charge
Pivit analogue telephone service. (If an on-site visit is required, an additional charge applies.)	\$150.00 (per application)
PLEASE NOTE: * An on-site visit by a Pivit Technician is required if Pivit has not provided any telephony services in the premises previously (for example, new homes), or if a second and subsequent service is desired but there only been one service previously activated. * An on-site visit by a Pivit Technician is available if a customer requires assistance in connecting their telephone to the Pivit telephone network. An on-site visit fee may apply and will be advised before booking.	
On-site visit. A Pivit Technician is required at the premises to establish the service. (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)
Priority install additional charge. Reduce the standard connection time to two days or less. Pivit will reallocate resources where possible to accommodate priority installation requests, however this service is subject to availability.	\$100.00 (additional charge)

Early Termination Charges

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

Relocation Fees

Pivit Services	Relocation Self Install	Relocation with Technician visit
Pivit telephony-only services	\$66.00	\$176.00
* 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 premises is the responsibility of the customer.		

Call Rates in Australia

Types of Calls	Call Connection	Rate per Minute
Pivit telephone-only service	Free	Nil
On-site community calls	Free	Nil
Local calls	17c	Nil
Long distance calls (within Australia)	15c	18c (capped at \$2.50)
Calls to mobile phones (within Australia)	25c	32c
Calls to 13 numbers (13 xxxx and 1300 xxx xxx)	27.5c	Nil
Calls to 1800 numbers	Free	Nil
Calls to 19xx numbers	Varies per call	Varies per call
International call rates	25c	International rates

* Call charges are in one (1) second increments

All prices shown INCLUDE GST

Other Information

Usage Information

Usage information including call details 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.