

New PivIt Advantage Series

Connecting People  
Workplaces and  
Communities



**Residential Internet Access and Telephone Services**  
Pricing and Services Information Guide





## About Pivit

Pivit is a licensed telecommunications carrier providing services to communities across Australia. Pivit's network is based on next generation fibre optic infrastructure that enables video, telephone and broadband Internet access. This document provides pricing and information on the services offered by Pivit. The latest version is always available from Pivit's website ([pivit.com.au](http://pivit.com.au)). Please read this document in conjunction with Pivit's General Terms and Conditions.

## Residential Internet Access Services

- Pivit's internet access services for residential customers are competitively priced, very high speed broadband internet access services. They are delivered using next generation fibre optic technology.
- Since Pivit's internet access services are delivered using fibre optic infrastructure a telephone connection is not required (like most DSL services), so Pivit customers don't pay for telephone line rental if not required.
- Pivit delivers the service as an Ethernet connection for quick and simple connection to PCs and local area networks. A broadband router is not required but is recommended.
- Pivit provides a number of different internet access plans from entry-level plans for moderate Internet access usage to high volume plans



# Pivot Advantage Series

## Step 1 - Choose your unlimited usage plan speed

Plan Components	Component Options with per Month Charge			
* Plan Speed (Download/Upload)	Up To 25Mbps / 5Mbps <input type="radio"/> Add \$70.00	Up To 50Mbps / 20Mbps <input type="radio"/> Add \$80.00	Up to 100Mbps / 20Mbps <input type="radio"/> Add \$90.00	Up to 100Mbps / 40Mbps <input type="radio"/> Add \$100.00
Up to 250Mbps / 25Mbps <input type="radio"/> Add \$120.00	Up to 250Mbps / 100Mbps <input type="radio"/> Add \$170.00	Up to 500 Mbps / 200Mbps <input type="radio"/> Add \$255.00	Up to 1000 Mbps / 50Mbps <input type="radio"/> Add \$160.00	Up to 1000 Mbps / 400Mbps <input type="radio"/> Add \$295.00
Enter Selected Monthly Charge				\$

## Step 2 - Choose to Bundle Home Phone

! Home Phone (With 50 free local calls)	No Home phone in Bundle <input type="radio"/> Add \$0.00	Add Home Phone to Bundle <input type="radio"/> Add \$15.00	+\$
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Total Monthly Charge = \$	
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## Step 3 - Choose the contract period you would like

Contract Period	24 Month Contract <input type="radio"/> Add \$0.00	1 Month Contract <input type="radio"/> Add \$150.00 (Once-Off Fee)	+\$
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## Step 4 - Choose Router - Contact our Support Team for more information

Router	No Router Required <input type="radio"/> Add \$0.00	Budget Router <input type="radio"/> Add \$99.00	Business Grade Router <input type="radio"/> Add \$179.00	+\$
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Once-Off Fees = \$	
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### IMPORTANT INFORMATION

An option from each component is required.

A **once-off service establishment charge** applies for telephone and Internet access services see section below.

All plans are invoiced monthly in advance.

(1,000,000KB = 1,000MB = 1GB or 1 GigaByte)

All prices shown include Federal Goods and Services Tax (GST).

Please note that these MYO plans are ONLY available with an automatic payment plan.

\* The availability of your chosen speed is subject to a service check at your location. Some premises do not have suitable infrastructure to support your chosen speed. Pivot will confirm if your premises are not suitable at time of installation.

! Unused local calls do not carry over to the next month

# Internet Access Service Establishment Charges

A service establishment charge applies to establish a Pivit Internet access service. A lead-in cable (from the street to your premises) needs to be already connected for the service to be established. If a lead-in cable is not already connected to the premises then Pivit can coordinate this installation and will provide a quotation if required.

Service Establishment Charges	
Fi-Band® Internet Access service. <b>24-Month</b> contract. (if an on-site visit is required, an additional charge applies - see below)*	<b>\$0.00</b> (per application)
Fi-Band® Internet Access service. <b>1-Month</b> (No lock in) contract.	<b>\$150.00</b> (per application)
<b>PLEASE NOTE:</b>	
<ul style="list-style-type: none"> <li>An on-site visit by a Technician <b>is required</b> 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.</li> <li>An on-site visit by a Technician <b>is available</b> if a customer requires assistance in connecting their computer/router to the Network Infrastructure.</li> </ul>	
<b>On-site visit.</b> A Pivit Technician is required at the premises to establish services. (An on-site visit is <b>only charged once</b> if both Internet access and telephone services are established on the same visit).  <b>PLEASE NOTE:</b> Pivit's Technician will connect and test that a single customer PC can connect to the Internet and that emails can be sent and received. Cabling within a customer's premises is the responsibility of the customer.	<b>\$185.00</b> (per visit)
<b>Priority install</b> 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 - <b>this service is subject to availability.</b>	<b>\$100.00</b> (additional charge)
<b>Router</b> - If you don't currently have a router, you can purchase one (including delivery).	<b>\$99.00</b> Budget Router  <b>\$179.00</b> Business Grade Router
<b>First Connection Fee</b> - If an internet and/or telephone connection has never been established at your premises, a once off \$300.00 connection fee applies.	<b>\$300.00</b>
<b>All prices shown INCLUDE GST</b>	



## Connection Time

The standard connection time for an **in-place connection** (where a previous Pivit Internet access service existed) is two (2) to seven (7) 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 activations received via email.

The standard connection time where there is no in-place connection (no previous Pivit Internet access 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 email. Network infrastructure must be available to connect services. A lead-in cable along with any internal cabling needs to have been installed and tested prior to Pivit connecting a service.

## Changing Plans or Products

Customers can change their plan speed. We aim to change your plan as quickly as possible to ensure minimal inconvenience to you. It is estimated that the time frame for a plan change is **one (1) to three (3) business days**.

### Changing Plans When In Contract

You can change your plan whilst in contract by notifying Pivit via online signup or 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 and will incur a \$30.00 downgrade fee. 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 online signup or via a plan change form. A plan change fee of \$55.00 will be charged per plan change request. This fee is waived if you choose to enter into a new 24-month contract. 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.

### Early Contract 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.

### Fair Use Policy

The use of Pivit's Residential 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 may 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.

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.

## Additional Services

Service	Details	# Setup Charge	Monthly Charge
Static IP address	Single static IP address ^	# \$55.00	\$5.00

# Setup charges are waived if additional service is ordered when the connection is initially activated.  
^ Static IP address is from Pivit's domain and is retained by Pivit on termination of service.



# 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) for a new service and was cancelled less than 8 hours prior to the scheduled appointment	\$185.00 (per application)
Fault Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$185.00 (per application)
On-site Technician Service	Where a home owner request a technician to undertake support or work beyond the demarcation boundary. E.g Where a technician is required to come on-site to provide in home services such as a router installation.	Call out fee \$185.00 (inc first 30 mins)  Labour \$92.50 per 30 mins thereafter

\* **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.



## Residential Fi-Tel™ Telephone Services

- Pivit’s telephone services offer competitive line rentals and 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, voicemail and voicemail to email (additional charges for some of these services).
- Standard connection time is two (2) to ten (10) business days from receipt of service activation form (assumes lead-in-cable and internal cabling is suitable and in place).

### Customer Service Guarantee

Pivit provides telephone services to customers in accordance with the Customer Service Guarantee Standard (CSG Standard), details of which are available on the Australian Communications and Media Authority website [www.acma.gov.au](http://www.acma.gov.au). The CSG Standard specifies maximum time-frames that apply to connecting a service, repairing a fault or service difficulty and attending appointments, as well as compensation payable by us if we do not comply with those time-frames.

### Fi-Tel™ Telephone Charges

Please note that all prices shown include Federal Goods and Services Tax (GST).

### Fi-Tel™ Telephone Service Establishment Charges

Service Establishment Charges	Charge
Fi-Tel™ analogue telephone service. (If an onsite visit is required, and additional charge applies - see below *)	\$150.00 (per application)
<p><b>Please note:</b> * An on-site visit by a Technician is <b>required</b> if there has been no previous Pivit telephone service in the premises (for example new homes), or if a second or subsequent service is desired but there has been only one service previously activated.</p> <p>An on-site visit by a Technician is available if a customer requires assistance in connecting their telephone to the Pivit telephone line.</p>	
<p><b>ON-SITE VISIT</b> A 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).</p>	\$185.00 (per visit)
<p><b>Please note:</b> Pivit’s technician will test connectivity to the phone at the demarcation point (first point in your premises). If the internal cabling is in place, the technician will patch it across to an outlet designated by you. Cabling within the premises is the responsibility of the customer.</p>	
<p><b>PRIORITY INSTALLATION</b> 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 technician is required at the premises to establish services, priority installation is considered to be 2 business days or less. Pivit will reallocate resources where possible – this service is subject to availability.</p>	\$100.00 (additional charge)
All prices shown INCLUDE GST	



## 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) to four (4) 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) to four (4) working days for paper based service activation forms received via email.

Network infrastructure must be available to connect services. A lead-in cable along with any internal cabling needs to have been installed and tested prior to Pivit connecting a service.

## Fi-Tel™ Monthly Line Rental Charges

Number of Lines	Monthly Line Rental Charge
First Line	\$25.00
Second line and subsequent lines	\$20.00
Bundled Line	\$15.00

The line rental charge includes the following telephone features: inbound calling line ID display, abbreviated dialing, call forwarding, call return, call transfer, call waiting and call blocking.  
(See Pivit's website [pivit.com.au](http://pivit.com.au) for helpful information on using these advanced telephone features).

## Additional Fi-Tel™ Telephone Services

Service ID	Details	Setup Charge	Monthly Charge
Outbound Calling Line ID Blocked	Outbound calling line ID is blocked.	# \$25.00	\$1.50
Silent Number	Outbound calling line ID is blocked and phone number is not published in the White Pages.	# \$25.00	\$1.50
Voicemail	Callers can leave a message when you are unable to take a call. Record your own personal greeting. Retrieve messages via telephone.	# \$25.00	\$3.00

# Setup charge waived if additional service is ordered when line is initially activated.

## Call Rates

Types of Call	Call Connection	Rate per Minute*
On-site community calls	Free	Nil
Calls to collect Pivit voicemail	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	See Pivit's website

\* Call charges are in one (1) second increments  
See Pivit's website ([pivit.com.au](http://pivit.com.au)) for international call rates by country.



## 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 two payment options for Residential services.

- Automatic payment via direct debit from a nominated bank account.
- Automatic payment via a nominated credit card.

#### Automatic payment notes:

- Automatic payments require the Direct Debit or Credit Card payment form to be completed.
- Automatic payments occur fourteen (14) days from date of invoice.
- If an automatic payment is declined we will charge you an administration fee of \$20 per invoice.

#### Reconnection charge

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

### Service Relocation

Customers can relocate their Pivit Fi-Band™ and/or Fi-Tel™ to new premises on Pivit's network. The following charges apply.

Pivit Service	Relocation Self Install	Relocation with Technician visit
Pivit Fi-Tel™ telephone service only	* \$66.00	# 176.00
Pivit Fi-Band™ Internet Service only	* \$66.00	# \$176.00
Pivit Fi-Band™ AND Fi-Tel services	* \$110.00	# \$220.00

# Self install is only available where a previous Pivit Fi-Tel™ and 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.

\* Technician visit. For Fi-Band® Pivit's Technician will configure and test that a single PC can connect to the Internet and that email can be sent and received. 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 premise is the responsibility of the customer.

### Service Disconnection

Thirty (30) days notice is required for billing to cancel or disconnect services. This notice can be in writing using the Service Disconnection Form or by completing the online form on the Pivit website. Please note the thirty (30) days notice starts on date received.

### 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.

### Equipment - Router

Pivit's internet access service does not require a broadband router but a router is recommended. A router enables multiple PC's to share a single Internet connection by creating a home local area network (LAN) The following list of router suppliers is indicative only of routers that Pivit customers have successfully connected to the Pivit network.

Manufacturer	Models
Apple	Airport Express
EnGenius	ESR300
Netgear WNR2200	R700

### Router Warranty

Wireless routers warranties are valid for 12 months from date of invoice and are only valid for the original purchaser of the router. If the router fails during normal and proper use within the Warranty Period, Pivit will refund or replace the router. The option to either refund or replace the product is at the sole discretion of Pivit.

If Pivit chooses to replace this router, the replacement product will be determined by Pivit. The failed router in question will need to be returned to Pivit at the expense of the purchaser for testing, prior to a replacement or refund being issued. In the event that Pivit chooses to refund monies paid for a router, this refund will be applied as a credit to the purchaser's customer account. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, any software programs, normal wear and tear or any other event, act, default or omission outside Pivit's control.

### 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 or mail. Pivit will contact you to arrange your service connections.



# Services 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. Contact details below.

Pivit needs the following information to log a service fault - 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: - 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

- 7am - 7pm Monday to Saturday (Australian Eastern Standard Time)

#### Business Hours

- 9am - 5pm Monday to Friday (Australian Eastern Standard Time)

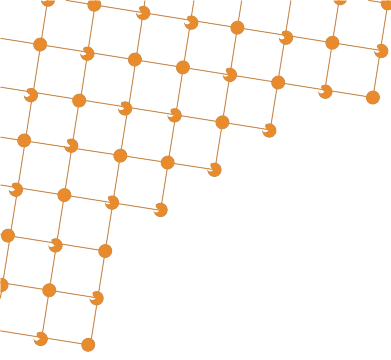
#### Service Resoration Target

- Next business day

## Support Contact

- Email: [support@pivit.com.au](mailto:support@pivit.com.au)
- Online: [www.pivit.com.au](http://www.pivit.com.au)
- Telephone: 1300 66 33 20





# Connecting People Workplaces and Communities



Contact us today

Phone: 1300 66 33 20

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