

Connecting People
Workplaces and
Communities



Residential Internet Access
Plan Change Form

Pivit

Customer Details

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

Please complete this page for any Internet access service			
(Please print clearly and tick (✓) boxes where appropriate)			
Title:	<input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> Other	Customer Number	
First Name		Last Name	
Current Phone		Date of Birth	
Email address			
Billing Street Address			
Suburb		State	Postcode
Service Street Address			
Suburb		State	Postcode
Additional ID Type	<input type="radio"/> Drivers Licence <input type="radio"/> Passport <input type="radio"/> Medicare Card <input type="radio"/> Student ID		
ID Number		ID Expiry	

Pivit only offers automatic payment options for internet access services.

Automatic Payment Options (Choose one)	<input type="radio"/> Automatic Direct Debit Payment - from a nominated bank account
	<input type="radio"/> Automatic Credit Card Payment - from a nominated credit card (please phone 1300 66 33 20)

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. I confirm that I have read and understand the service information contained in Pivit's Residential 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 authorising this service activation form, I acknowledge that I am 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.

Customer Signature		Date	
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<< This page must be completed and forwarded to Pivit for an internet access 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.

A man with a beard and glasses is sitting on a light-colored sofa, smiling while looking at his smartphone. He is wearing a grey t-shirt and blue jeans. The background shows a bright, modern interior with large windows overlooking a green outdoor area.

If you have any questions or require assistance to complete this form please contact Pivit Customer Support on 1300 66 33 20

Residential Internet Access Plans

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 500Mbps / 200Mbps <input type="radio"/> Add \$255.00	Up to 1000Mbps / 50Mbps <input type="radio"/> Add \$160.00	Up to 1000Mbps / 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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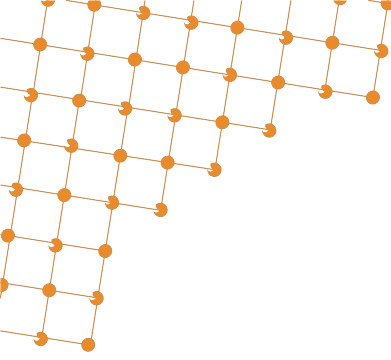
Total Monthly Charge = \$		
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Step 3 - Establishing a new contract after previous contract expired

New contract service establishment charge (once-off)	24 Month Contract <input type="radio"/> Add \$0.00	1 Month Contract <input type="radio"/> Add \$55.00 (Once-Off Fee)	+ \$
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Contact us today

Phone: 1300 66 33 20

Email: sales@pivit.com.au

Web: www.pivit.com.au

