

Connecting People  
Workplaces and  
Communities



Residential Internet Access and Telephone Services  
Service Activation Form

New Pivit Advantage Series



# Customer Details

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

Please complete this page for any Pivit service			
(Please print clearly and tick (✓) where appropriate)			
Title:	<input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> __other	Existing Customer	<input type="radio"/> Yes <input type="radio"/> No
First Name		Last Name	
Current Phone		Date of Birth	
Email Address		Customer No.	
Billing Street Address			
Suburb		State	Postcode
Service Street Address			
Suburb		State	Postcode
Previous 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 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 to Billing Address above

Email Address

Pivit only offers automatic payment options for these Fi-Tel™ and Fi-Band® services.

Automatic Payment Options (Choose one)	<input type="radio"/> Automatic Direct Debit Payment - from a nominated bank account (please complete form)
	<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 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 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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## Password identification

To ensure your privacy, you may be asked to identify yourself with personal information. This may include information such as your account number, your full name, your date of birth and/or a question and answer. Please complete your security question and answer below. Please provide a password for the security of your records in a question and answer format.

Question:	(For Example: "Pet's Name")	Answer:	(For Example: "Spot")
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<< This page must be completed and forwarded to Pivit for an internet access service >>

# New Pivit Advantage Series

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

## Step 1 - Choose your unlimited data 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 - Choose the contract period you would like for your services

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



# New Pivit Advantage Series

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

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

## Please complete this page for Residential Fi-Band® Internet Services

(Please print clearly and tick (✓) boxes where appropriate

Additional Services	A Static / Fixed IP address is from Pivit's domain and is retained by Pivit on termination of service	<input type="radio"/> Yes	Static IP once-off set up fee \$55.00 Static IP Address add \$5.00 per month
Previous Service at these premises	Has there been a previous Fi-Band® internet service at these premises?	<input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Unsure
Fibre lead in Cable	Has the fibre lead-in cable to your premises been installed to the Pivit standard?	<input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Unsure
First Time Connection	If an internet and/or telephone connection has never been established at your premises, a once off \$300.00 connection fee applies.	<input type="radio"/> Add \$300.00	

An on-site visit by a Network Technician is required if there has not been a previous Internet access and/or telephone service in the premises (e.g. new homes). Additional First Time connection Fee of \$300.00 applies.

On-Site visit Please Indicate	A Pivit Technician is required at the premises to establish the Service.	\$185.00	<input type="radio"/> Add \$185.00
	A priority install reduces the standard connection time to 8 business hours (in place connections) or 2 business days or less for on-site visits (service is subject to availability).	\$100.00	<input type="radio"/> Add \$100.00
	Is in home wiring within the premises connected and suitable?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure	



# 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 appointment.	\$185.00 (per service)
Fault Missed Appointment	Where a site visit was scheduled and the customer (end-user) missed the appointment.	\$185.00
On Site Service	Where a home owner requests a technician to undertake support or work beyond the demarcation boundary. E.g Where a technician is required to come onsite to provide in home services such as router installation.	Call out fee \$185.00 (incl 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.

Preferred Service Activation Date	Please indicate date:	Pivit's Provisioning Team will be in contact to coordinate the service activation.
Special Instructions		

(Residential Internet access services are offered in conjunction with Pivit's General Terms and Conditions)  
<< This page must be completed and forwarded to Pivit for an internet or telephone service >>

# Residential Fi-Tel™ Telephone Services

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

Please complete this page for Residential Fi-Tel™ telephone services	
(Please print clearly and tick (✓) where appropriate)	
Previous Service at These Premises	Has there been a previous Fi-Tel™ telephone service at these premises <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure
Fibre Lead-In Cable	Has the fibre lead-in cable to your premises been installed to the Pivit standard? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure
Monthly Line Rental	Monthly line rental is <b>\$25.00</b> per month. Second and subsequent lines <b>\$20.00</b> per month. Bundled services line rental is <b>\$15.00</b> per month.
Fi-Tel™ Telephone services required	Please indicate the total number of telephone lines <input type="text"/>

Service Establishment Charge	Service establishment charge is <b>\$150.00</b> per application	\$150.00
	An on-site visit by a Network Technician is required if there has not been a previous telephone service in the premises (e.g. new homes), or if a second or subsequent service is desired but there has been only one service previously activated.	
	On-site visit. A Network Technician is required at the premises to establish this service.	\$185.00

(Please note: An on-site visit is charged only once when both Internet access and telephone services are established on the same visit).

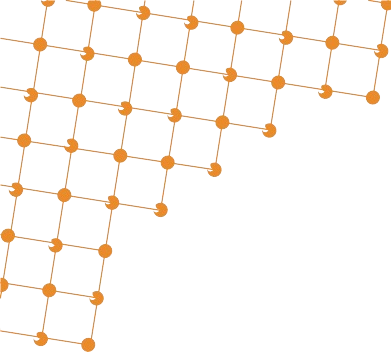
Priority Install	A priority install reduces the standard connection time to 8 business hours (in-place connections) or 2 business days or less for on-site visits - <b>\$100.00 (service is subject to availability).</b>	\$100.00 once-off	<input type="radio"/>
Additional Fi-Tel™ Telephone Features Please indicate (✓)	Outbound calling ID blocked	\$1.50 per month	<input type="radio"/>
	Silent Number	\$1.50 per month	<input type="radio"/>
	Voicemail	\$3.00 per month	<input type="radio"/>
Preferred Service Activation Date	Date:	Pivot's Provisioning Team will be in contact to co-ordinate the service activation.	
Special Instructions	<input type="text"/>		

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## 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

Email: [sales@pivit.com.au](mailto:sales@pivit.com.au)

Web: [www.pivit.com.au](http://www.pivit.com.au)

