

 Connecting People  
Workplaces and  
Communities 



**Business Internet Access and Telephone Services  
Plan Change Form**

**Pivot**

## Customer Details

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

### Please complete this page for any Pivit service

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

Company Name		ABN	
Customer Number			
Company Phone		Fax	
<b>Billing</b> Address			
Suburb		State	Postcode
<b>Service</b> Address			
Suburb		State	Postcode
Your Authorised Technical Representative	First Name		Last Name
	Phone		Email
	Mobile		
Your Authorised Accounts Representative	First Name		Last Name
	Phone		Email
	Mobile		

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](http://pivit.com.au). I confirm that I have read and understand the service information contained in Pivit's Business 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 signing this form I confirm that I am an authorised organisation/company representative and I further acknowledge that the organisation/company mentioned above is 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.

Authorised Representative	Name		Date	
	Signature			

<< This page must be completed and forwarded to Pivit for any service activation >>

## Changing Plans or Products

Customers can change their plan speed, monthly data allocation or shaping speed. All plan changes incur a once-off plan change fee of \$50.00. Please note plan changes are not a support issue and will only be done during business hours Monday - Friday, 9am - 5pm.

## Changing Plans within Same Series

Customers can change their plan speed, monthly data allocation or shaping speed.

### Changing to a higher or equal value plan

Customers can change to a higher or equal value plan in the same series at any time by notifying Pivit via the business plan change form. The current month will be invoiced at the new higher rate. Customers must remain on the higher plan for a minimum of three (3) calendar months (the current month plus two (2) more months). The current contract length and end date is unchanged.

### Changing to a lower value plan

Customers can change to a lower value plan in the same series (where the monthly minimum charge decreases) by notifying Pivit the business plan change form. Changing to the lower plan will take effect from the beginning of the next month. The current contract length and end date is unchanged.

## Changing Plans to a New Series

**Changing to a new product series starts a new contract.**

### Changing to a higher or equal value plan.

Customers can change to a higher or equal value plan in a new series at any time by notifying Pivit via the business plan change form. A new contract length will then be established in addition to a new end date. The current month will be invoiced at the new higher rate. Customers must remain on the higher plan for a minimum of two calendar months (the current month plus one more month).

### Changing to a lower value plan.

Customers can change to a lower value plan in a new series (where the monthly minimum charge decreases) by notifying Pivit the business plan change form. A new contract length will then be established in addition to a new end date. Changing to the lower plan will take effect from the beginning of the next month.

### “Changing Contract Period”

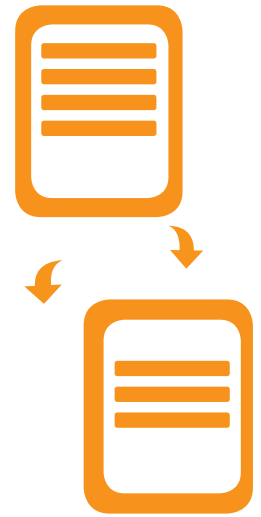
If customers current contract has expired, customers can choose a different contract period when changing from an old series product to a new series product by notifying Pivit via online signup. All changes from old series to new series will start a new contract.

36 and 24 month contracts can be chosen without incurring the cost of an establishment charge. Month-to-Month contracts will incur a once-off establishment charge of \$199.00.

Early termination fees may occur if a customer is decreasing their contract period whilst contract is still valid. See below for further early termination details.

## Early Contract Termination Charges

Pivit internet access customers who selected a 24 or 36-month contract are liable for an early termination charge. The termination charge is based on how far into the current contract you have progressed. For example \$100/month plan with 6 months remaining on contract will incur a \$600 early contract termination charge.



## SME Internet Access Services

Please refer to the Business Pricing and Service Information Guide for service details.  
All prices shown **include** Federal Goods and Services Tax (GST)

### Step 1 - Please choose your plan speed and enter in monthly charge column

Plan Components	Component Options with per Month Charge			Monthly Charge
Choose plan speed (download/upload)	Up to 20/4Mbps <input type="checkbox"/> \$60	Up to 50/10Mbps <input type="checkbox"/> \$70	Up to 100/40Mbps <input type="checkbox"/> \$90	

### Step 2 - Please choose your data usage plan and enter in monthly charge column

Choose monthly data Usage Plan	400GB \$10 <input type="checkbox"/>	1000GB \$30 <input type="checkbox"/>	Unlimited <input type="checkbox"/> \$55	+
Minimum Monthly Charge (please add the two component charges)			>>	=
Excess Data	\$1 per GB (max of \$100 per month for data charges)		>>	<input type="checkbox"/>

### Step 3 - Please choose your current contract

Are you still in a current contract?	<input type="checkbox"/> Yes - Date of current contract expiry will remain the same, please submit form <b>*Please note, if you are moving from an old series product to a new series product, you will not be able to stay within your existing contract. A new contract will be established. Please contact us for further information on 1300 66 33 20.</b>
	<input type="checkbox"/> No - Please move to step 5
	<input type="checkbox"/> Yes - But I would like to change my contract length. Please move to step 4 <b>*Please note if you choose to change your contract length whilst still in a contract period you will be charged an early termination fee as well as new establishment charges if you move to a month to month contract.</b>

### Step 4 - Request a contract change

Do you want to change your current contract length.

Are you moving from one of our old plan series to our new plan series ?	<input type="checkbox"/> Yes - please select plan length below and submit form	<input type="checkbox"/> No - please select plan length below and submit form	
Please choose the contract length you would like to move to?	36 month agreement <input type="checkbox"/> \$0	24 month agreement <input type="checkbox"/> \$0	1 month agreement <input type="checkbox"/> \$199

### Step 5 - Establishing a new contract after previous contract expired

Please choose your contract length and submit form

New contract service establishment charge (once-off)	36 month agreement <input type="checkbox"/> \$0	24 month agreement <input type="checkbox"/> \$0	1 month agreement <input type="checkbox"/> \$199
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(Business 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 SME internet access service >>

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

Contact us today

Phone: +61 7 3387 3499 | 1300 66 33 20

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

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