

Keeping you connected.



CRITICAL INFORMATION SUMMARY

PIVOTEL ECOSPHERE PLANS

Plan	eco79	eco99	Biz249
Monthly Plan Charge	\$79	\$99	\$249
Included Data	Unlimited	Unlimited	Unlimited
Data Speed Up to (Download/Upload)	25/5 Mbps	50/10 Mbps	50/10 Mbps
Typical Evening Speeds [^]	Less Than 15 Mbps (Basic Evening Speeds)	Less Than 15 Mbps (Basic Evening Speeds)	Less Than 15 Mbps (Basic Evening Speeds)
Min Contract Term	Month-to-Month 12 Months 24 Months	Month-to-Month 12 Months 24 Months	12 Months 24 Months
Value Added Services	N.A	N.A	Static Public IP address (by request) Network prioritisation
Setup Charges	\$399 upfront on a Month-to-Month \$249 upfront on a 12 Months FREE on a 24 Months	\$399 upfront on a Month-to-Month \$249 upfront on a 12 Months FREE on a 24 Months	\$249 upfront on a 12 Months FREE on a 24 Months
Total Minimum cost	\$478 on a Month-to-Month \$1197 on a 12 Months \$1896 on a 24 Months	\$498 on a Month-to-Month \$1437 on a 12 Months \$2376 on a 24 Months	\$3237 on a 12 Months \$5976 on a 24 Months
Maximum Charges for Early Termination	\$478 on a Month-to-Month \$1197 on a 12 Months \$1896 on a 24 Months	\$498 on a Month-to-Month \$1437 on a 12 Months \$2376 on a 24 Months	\$3237 on a 12 Months \$5976 on a 24 Months

Prices include GST.

[^]Typical evening speeds are subject to change and are measured between 7.00pm and 11.00pm. Speeds are not guaranteed and may vary. You may experience slower speeds than this during busy periods and at other times. Actual speeds will vary depending on many factors such as data de-prioritisation, network congestion, device capabilities, location and number of devices connected. Available in selected coverage areas.

Information About The Service

Description of the Service

Pivotel ecoSphere plans provides

- A stand-alone internet service which includes a monthly data allowance for use within Australia.

Eligibility

Pivotel ecoSphere services are available to premises within the Pivotel ecoSphere coverage area.

Coverage and Serviceability

The Pivotel ecoSphere services are available to premises within the Pivotel ecoSphere coverage area. There may be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas. A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification check is an indication that your chosen location is within a Pivotel serviceable area, it does not guarantee that your address is serviceable.

Speeds

Data speeds for the Pivotel ecoSphere service is variable. Your speed will depend on a number of factors, including location, congestion, local conditions, hardware, software and general internet traffic. More information on broadband speeds can be found at <https://www.commsalliance.com.au/BEP>

Mandatory Goods

The Pivotel ecoSphere service can only be used with a Pivotel supplied modem and external antenna installed by a Pivotel installer.

Fair Use Policy

You must not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.



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Continuance of Service

The provision of the service will continue after conclusion of the minimum term of the contract unless you request, in writing, cancellation of the service.

Value Added Services

Your Pivotel ecoSphere Business service is assigned a private IP address by default. If static Public IP address is required, please contact the Pivotel customer care team. Your service is a priority service, this means that your service has higher priority access to wireless resources than residential services.

Information About Pricing

Setup Charges

Additional installation charges may apply for non-standard sites which include those that are unusually complex, require significant additional cabling or extended mast. Your installer will advise you of any additional upfront costs if non-standard works are required prior to the installation.

Change of Service Address

If you move houses, you will need to purchase a new External Antenna and have it installed at your new location. We will need to do a new service qualification check to confirm your new location is within the coverage area.

Plan Change

Plan Change is not allowed on this service during contract term.

Other Information

Customer Service

You can contact us by calling 1300 882 448 Monday to Friday, 7:00 AM to 7:00 PM (AEST; GMT+10:00) or emailing us at mail@pivotel.com.au

Customer Complaints

You can access our complaint handling procedures by calling us on 1300 882 448 or emailing us at mail@pivotel.com.au. Our complaint handling procedures are located on our website at <https://www.pivotel.com.au/complaints-handling-policy>

If, after speaking with us, you are not satisfied with how your complaint has been addressed by Pivotel, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or go to www.tio.com.au

Bundling:

This service is not conditional on any bundling arrangements.

Early Termination Charges

If you cancel your plan before your minimum contract term, the following early exit fees will apply:

Monthly Charge x months remaining on your contract

Early termination charges exclude upfront setup charges.

Late payment

A late payment charge of \$11 per month may apply if you fail to pay on time.

Terms and Conditions

All Pivotel products are sold subject to Pivotel's standard terms and conditions of sale. For a full list of Pivotel's standard terms and conditions please visit <https://www.pivotel.com.au/knowledge-base/resources/terms-conditions.html>.