

Keeping you connected.



CRITICAL INFORMATION SUMMARY

PIVOTEL 4G HOMESTEAD 200GB

Plan	Homestead 200GB month-month	Homestead 200GB 12 months	Homestead 200GB 36 months
Monthly Plan Charge	\$100		
Monthly Included Data (GB)	200 GB		
Cost/GB of Included Data	\$0.50		
Min Contract Term	Month-Month	12 months	36 months
Setup Charges (Modem, Antenna and Installation)	\$960 upfront	\$80/month for 12 months	\$40/month for the first 12 months
Total Minimum cost	\$1,060	\$2,160	\$4,080
Maximum Charges for Early Termination	-	\$1,200	\$1,200

Pricing effective 1st March 2021. Prices include GST.

Information About The Service

Description of the Service

This plan is a stand-alone 4G internet service which includes a monthly data allowance for use within Australia. 4G Internet services use mobile towers to deliver a 4G internet connection to your premises.

Eligibility

Pivotel 4G Homestead plans are available to premises within the Pivotel 4G Homestead coverage area.

Coverage and Serviceability

The Pivotel 4G Homestead Service is only available in selected areas on the Pivotel 4G Network. There may also 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 4G Homestead serviceable area, it does not guarantee that your address is 4G serviceable.

Speeds

Data speeds for the Pivotel 4G Homestead Service are 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>

Equipment needs

This plan can only be used with a Pivotel supplied modem and external antenna installed by a Pivotel installer. Our installer will position an antenna on your roof and connect the antenna to your Wi-Fi modem within your homestead.

If you're on a month-to-month plan, you'll need to pay for the modem, antenna and standard installation upfront. On our 12 and 36-month plans, you will pay a monthly fee over 12 months for the modem, antenna and standard installation with no upfront cost.

Included Data Usage

Data usage is counted in both directions, so if you download 20GB and upload 10GB, that's counted as 30GB. Unused allowance will expire each month at the end of your billing cycle.

Shaping

If you use all your monthly included data, your service will be slowed (shaped) to 1Mbps. You can purchase a Data Top-up for extra data allowance.

Fair Use Policy

You must comply with our Fair Use Policy and 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.

Bundling

This offer does not depend on bundling with other services.

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Information About Pricing

Setup Charges

Charge	Homestead 200GB month-month	Homestead 200GB 12 months	Homestead 200GB 36 months
Wi-Fi modem	\$330 upfront	\$80/month for 12 months	\$40/month for 12 months
External Antenna	\$250 upfront		
Standard Installation	\$380 upfront		
Total Setup Charge	\$960 upfront	\$960 over 12 months	\$480 over 12 months

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.

Additional Data

Data Top-ups are available at \$10 for 10GB.

Plan Changes

Plan Changes are not allowed on this service.

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.

Early Termination Charges

Plan	Homestead 200GB month-month	Homestead 200GB 12 months	Homestead 200GB 36 months
Early Termination charges	-	\$1200 – payments already made for Setup Charges	

Late payment

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

Other Information

Customer Service

You can contact us by calling 1300 882 448 during the below contact hours or emailing us at mail@pivotel.com.au

Operating Hours: WST (Western Standard Time)	
Monday-Friday	5am – 5pm
Weekends and Public Holidays	Closed

Monitor and Manage Your Usage

You can obtain call and data usage information using our secure online self-care environment at http://www.pivotel.com.au/self_care.html.

Visit <http://www.pivotel.com.au/spendalerts> for more information about the spend alerts we send you by SMS or email when you have exceeded 50%, 85% and 100% of your included call or data allowance.

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