






1800 007 648   
provisioning@ngv.com.au   
Unit 1/18 Expansion St,   
Molendinar, QLD 4214

## NBN & Telephone Application Form

Date of application: \_\_\_\_\_ Date service required: \_\_\_\_\_

### Step 1 - Billing & contact details

#### First Applicant

First Name:

Surname:

D.O.B:

Are you? Male: ☐ Female: ☐

#### Second Applicant

First Name:

Surname:

D.O.B:

Are you? Male: ☐ Female: ☐

Install Address:

Mailing Address:

Mobile Number:  E-Mail:

*\*For terms and conditions please see attached terms and conditions or visit our website at [www.ngwifi.com.au](http://www.ngwifi.com.au).*

### Step 2 - Security

To ensure your privacy you may be asked to identify yourself with personal information. This may include any such information you provide on this application agreement, however for added security please choose a question that only you will know the answer to: e.g *My place of birth*

Question:

Answer:

# NGV Phone Plans

## Standard Phone

Yes: ☐ No: ☐

Pensioner line rental ☐

**\$20**<sub>p/m</sub>

Standard line rental ☐

**\$30**<sub>p/m</sub>

Local calls: Unlimited free calls

National calls: Unlimited free calls

Australian mobile calls: Unlimited free calls

13/1300 calls: Unlimited free calls

International rates: From 11c per min (plus 5c flag fall) to Belgium, Canada, China, France, Spain, Germany, Hong Kong, Netherlands, New Zealand, UK and USA.

### Would you like?

White Pages Listing? Yes: ☐ No: ☐

Call Wait Enabled? Yes: ☐ No: ☐

NGV 101 Voicemail Service? Yes: ☐ No: ☐

Do you require a VoIP compatible modem?

Yes \$200: ☐ No: ☐

*Please be aware your own modem/router may not be compatible with your new service and cannot be supported by NGV. Please call if you are unsure.*

*Important Note – you only need to buy 1 modem. If you are wanting to have telephone and internet services with NGV you will need to buy the VoIP compatible modem for \$200. Please ensure you complete the Internet password and WiFi password sections on the next page if you are purchasing either a VoIP compatible modem, or NBN modem from NGV.*

\*Mandatory conditions including additional costs and information.

1. In order to provide you a telephone service, it is mandatory that you have an NBN internet connection. The telephone services are supplied using the NBN infrastructure and this is known as VoIP – Voice Over Internet Protocol.
2. You must have a compatible modem/router that allows a telephone service to be plugged into it. You can purchase a TPLink Arter VR2100v modem from NGV at a cost of \$200.
3. You may be able to keep your existing telephone number. To check if this option is available for you, please contact us on 1800 007 648 Monday to Friday during the hours of 8:30am to 4:00pm (excludes public holidays) or email us at: [provisioning@ngv.com.au](mailto:provisioning@ngv.com.au).
4. Special Service Numbers beginning with 19 are NOT available from this service, this includes competition lines.
5. Some Telstra services such as \*10# and 1234 are not available from this service.

Connection fee for setup of a new NGV service is a one off charge of **\$100**.

Internet

Yes: ☐ No: ☐

Unlimited Data Plans

12/1Mbps Down/Up

\$60

p/m

☐

25/10Mbps Down/Up

\$65

p/m

☐

50/20Mbps Down/Up

\$70

p/m

☐

\*\*100/40Mbps Down/Up

\$90

p/m

☐

Do you require a wireless AP/modem/router?

Yes \$125: ☐ No: ☐

Please be aware your own modem/router may not be compatible with your new service and cannot be supported by NGV, please call if you are unsure. Important note: You require only the \$200 VoIP modem (on previous page) if getting a phone service.

Internet password? (This is required to allow you to access information regarding your data, including usage)

WiFi Password? (This is only required if you have requested a new modem/router. Must be minimum 8 characters long. (This password allows you to connect your devices wirelessly to your NGV internet service)

New wireless AP/modem/router: \$125

\*For additional costs and information please see the terms and conditions.  
\*\* Only available at applicable locations.

We require 1 of the below forms of Proof of Occupancy to support your application.  
Please tick which document you are providing:

☐ A fixed utility bill. For example: Water, Electricity, Mains Gas

☐ An Insurance document for the premises. For example: House and/or contents, Business Insurance

☐ A certificate of title for the land

☐ A signed lease agreement

We do require your supporting documentation to be provided upfront with this application.

If a technician is required to visit your premise to complete your internet connection there is a one off charge of **\$100**, A connection fee of **\$300** may be applicable if your site is a Greenfield site.

## Direct debit

Direct Debit payment method is **mandatory** in order to receive services from Next Generation Voice Pty Ltd.

By providing my credit card details, I hereby agree and give Next Generation Voice Pty Ltd permission to charge and debit my credit card for the duration I have services with Next Generation Voice Pty Ltd. Debits will occur on a monthly basis on the invoice due date. I understand I am able to cancel this direct debit at any time by providing notification in writing to Next Generation Voice Pty Ltd.

If my contract states it is mandatory I pay my account by direct debit, I understand that by cancelling my direct debit I am also cancelling my services. No refund is applicable for cancellation of services that occurs prior to the billing date.

Please complete all the fields below.

Card Number:

Expiry:

Signature:

Date:

## Invoice delivery

Billing email address:

\*We do not send invoices by mail. Email delivery is the only method available to provide you your invoice.

## Signature and acceptance

I request the supply of the above services on the terms & conditions and customer agreement provided. I warrant that all information in this application is true and correct. If I am an individual applicant I consent under the Privacy Act 1988 (Cth), to the access, use and disclosure of information by NGV in any circumstances not prohibited by the Act. I warrant that I am NGV's customer in respect of the services. If the Customer is a company, signatory hereby warrants that he/she is duly authorised to sign this application on behalf of the Company.

Representative Full Name:

Date:

To return your completed application you can email it to us at: [provisioning@ngv.com.au](mailto:provisioning@ngv.com.au) or mail it to us at: 1/37 Expansion St, Molendinar, QLD 4214.

# General terms and conditions

1. NGV provides support services for Internet & telephone related issues between the hours of 8.30am and 4pm, Monday to Friday only. This excludes public holidays. The contact number for support is 1800 007 648. After hours support available for emergencies only.
2. Limitations of the service: NGV will use reasonable commercial endeavours to provide a continuous service. However, makes no guarantees that access will be available at all times and, to the extent permitted by law, will not be liable for any losses whatsoever that may be incurred as a result of the unavailability of the Service. You acknowledge that there may be a reduction in availability during periods of maintenance and enhancement of the Service. The installation of the services may cause temporary interruption to current Internet provision or telephony services.
3. The NGV service can be connected to a Switch or Wireless Router to service multiple PC's.
4. NGV is not responsible for malicious attacks by Virus, Trojans & Worms which may cause the user's computer to be damaged or require repair. All PC protection software is the sole responsibility of the end user.
5. A connection fee of \$300.00 may be applicable if your site is a Greenfield site.
6. Service connection fee is determined by the NBN and is in addition to any fees contained in this agreement.
7. If a tech install (site visit) is required, an additional \$100 charge will apply, please contact our office if you are unsure if you will require a visit.
8. \$150.00 incorrect callout fee is payable by the customer when a fault is lodged which results in a technician visit to the premises, and the fault is not found to be with the network.
9. The minimum service contract is 1 month; there is no lock-in period and you are free to disconnect your service after the first month.
10. New connections will be pro-rata from the date that the service is connected.
11. All prices stated on this application form are inclusive of GST.
12. For full terms and conditions please visit our website at: [www.ngwwifi.com.au](http://www.ngwwifi.com.au)
13. Fair & Acceptable Use Policies apply.
14. The service speed you are provided is determined at the point of interconnect to the property. Example, the point of interconnect could be your ONT located in the garage. The service speed you experience inside the home, and wifi speeds you experience, depends on several factors including your equipment, the capacity of our systems and our suppliers, the number of end-users using the service, the applications you are using and the websites you are accessing. We therefore cannot guarantee that you will receive the maximum access speed when you are connected to the service. NGV accepts no liability for your wifi speeds. NGV accepts no liability for losses or damages incurred during periods of slow service speed and/or service interruptions. For a greater understanding of broadband technologies, and factors that influence performance, please visit [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP).