



1800 007 648

provisioning@ngv.com.au

Unit 1/18 Expansion St,   
Molendinar, QLD 4214

# NGV Telephone & Broadband 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:

Suburb:

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

## Step 3 - Standard Phone

Yes:  No:

Intercom only rental

**\$15**<sub>p/m</sub>

Pensioner line rental

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

Standard line rental

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

Local calls: 18c unlimited  
National calls: 16.5c per min  
Australian mobile calls: 33c per min  
13/1300 calls: 35c per call  
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:

\*For additional costs and information please check the terms and conditions.

## Step 4 - Phone Combos

Yes:  No:

Unlimited national & local calls

Unlimited 13 / 1300 calls

\*Mobile calls are not included

**\$10**<sub>p/m</sub>

Unlimited national & local calls

Unlimited 13 / 1300 calls

Unlimited mobile calls

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

International calls are not included for any combo.

\*For additional costs and information please check the terms and conditions.

# NGV Internet

## Step 5 - Internet

Yes:  No:

### Getting a phone service with us too?

We will take \$30 off our unlimited plans (excluding NBN) if you are also getting an Unlimited Combo special. We will take \$10 off any internet plan if you get a Standalone Phone with NGV.

#### 50Gb Download

1.5Mbps/256kbps Down/Up

**\$30** p/m

#### 500Gb Download

8/1Mbps Down/Up

**\$40** p/m

#### Unlimited

8/1Mbps Down/Up

**\$60** p/m

20/1Mbps Down/Up

**\$40** p/m

20/1Mbps Down/Up

**\$50** p/m

20/1Mbps Down/Up

**\$70** p/m

### Do you require a wireless AP/modem/router?

Yes \$140:  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.*

### 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: \$140

\*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)

\*\* Speeds indicated are best effort.

If a technician is required to visit your premise to complete your internet connection there is a one off charge of **\$100**.

## Step 6 - Direct debit

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 fill in the details below and confirm that you accept our agreement.

**For security, we do not store credit card details. An NGV staff member will call you to obtain your credit card details, which are stored securely by our payment processor.**

## Step 7 - Invoice delivery options

Would you like to receive your bill by email:

Yes:

No:

If you choose to not receive your invoice by email there is a processing fee of \$2 per invoice to mail your invoice to your designated address.

## Step 8 - 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.

Applicant 1 Full Name:

Applicant 2 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: 1/18 Expansion St, Molendinar, QLD 4214 or alternatively return the completed form to your community manager and they will pass it on to us.

# General terms and conditions

1. 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)
2. Special Service Numbers beginning with 19 are NOT available from this service, this includes competition lines.
3. Some Telstra services such as \*10# and 1234 are not available from this service.
4. NGV provides support services for Internet 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.
5. NGV charges a monthly access fee which includes a specific amount of Data. This data is consumed by the user when receiving emails, downloading data and general Internet usage. NGV reserves the right to downgrade the speed of a user's connection when their limit is achieved.
6. 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.
7. The NGV service can be connected to a Switch or Wireless Router to service multiple PC's.
8. 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.
9. Service connection fee is a one off \$100 charge.
10. 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.
11. 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.
12. New connections will be pro-rata from the date that the service is connected.
13. Pensioner rates apply for any customer over 60 or if you currently hold a pensioner / senior's card.
14. All prices stated on this application form are inclusive of GST.
15. For full terms and conditions please visit our website at: [www.ngwwifi.com.au](http://www.ngwwifi.com.au)