



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

NGV Business Hosted Application Form

Date of application:

Date service required:

Billing & contact details

Company Details

Company Name:

Company ABN:

Representative Name:

Install Address:

Billing Address:

If same as install address leave blank

Office Number:

E-Mail:

Secondary Contact Details:

**For terms and conditions please see attached terms and conditions or visit our website at www.ngwifi.com.au.*

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 Telephone Solutions

Hosted Services

Small Business Plan

\$25.00 p/m

Medium Business Plan

\$44.00 p/m

Corporate Plan

\$150.00 p/m

Plan Inclusions and additions

Small Business Plan

Included

1 Phone extension
1 Phone number
Voicemail Service

Add-ons

Additional Phone Number \$5p/m
Virtual Fax \$10p/m

Medium Business Plan

Included

2 Phone extensions
2 Phone numbers
Voicemail Service

Add-ons

Additional Phone Number \$5p/m
Virtual Fax \$10p/m
Additional Extension \$15p/m
MR (Interactive Voice Response) \$20p/m

Corporate Plan

Included

10 Phone extensions
10 Phone numbers
Voicemail Service

Add-ons

Additional Phone Number \$5p/m
Virtual Fax \$10p/m
Additional Extension \$12p/m
MR (Interactive Voice Response) \$20p/m
100 Number Range \$44.95p/m

Would you like?

White Pages Listing? Yes: No:

Call Wait Enabled? Yes: No:

NGV 101 Voicemail Service? Yes: No:

Telephone Hardware

Please write the number of handsets required in the box provided next to each option. Leave blank if not required.

Polycom VVX 311 6 Line Desktop POE Phone

Purchase Outright

\$230.07 each

Lease 12 Months

\$20.50_{p/m} each

Lease 24 Months

\$11.01_{p/m} each

Polycom VVX 411 12 Line Desktop POE Phone

Purchase Outright

\$311.52 each

Lease 12 Months

\$27.76_{p/m} each

Lease 24 Months

\$14.92_{p/m} each

Polycom VVX 501 12 Line Business Media POE Phone

Purchase Outright

\$391.58 each

Lease 12 Months

\$34.90_{p/m} each

Lease 24 Months

\$18.75_{p/m} each

Polycom VVX 601 16 Line Business Media POE Phone

Purchase Outright

\$503.23 each

Lease 12 Months

\$44.84_{p/m} each

Lease 24 Months

\$24.08_{p/m} each

All hardware purchases are applicable to an \$80 freight charge which will appear on your first invoice. This is a flat shipping rate regardless of the number of handsets purchased.

Yealink hardware is available upon request.

*For all telephone hardware leasing plans, if the contract is cancelled inside the minimum term, the customer is to pay the difference between the purchase outright price and the monthly fees already paid to date.

*NGV retains ownership of all hardware provided to customers on leasing plans. At the expiry of the agreement, all hardware must be returned to NGV in a satisfactory working order. Failure to do so will incur an additional charge for replacement of damaged hardware, charged at the purchase outright price.

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

NGV Telephone Solutions

Inbound Call Costs

1300, 1800 & 13 Numbers

Connection Fee

*charged once only



\$25.00

	1300 Number	1800 Number	13 Number
Monthly Fee	\$15.00 _{p/m}	\$15.00 _{p/m}	\$830.00 _{p/m}
Local Calls	10c per min	10c per min	10c per min
National Calls	10c per min	10c per min	10c per min
Mobile Calls	19c per min	19c per min	19c per min

*By consenting to a new connection or porting of existing number, you agree to pay the monthly service fee and Inbound call charges as nominated above.

Additional Services

Porting Charge
For Single Number

*charged once only



\$10.00

Porting Charge
For 100 In-Dial Number Range

*charged once only



\$150.00

*If porting a number or numbers, please attached a copy of your current invoice from your current service provider

Numbers to port:

Local calls: 12c unlimited
National calls: 12c unlimited
Australian mobile calls: 19c 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.

Direct debit

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

We direct debit from your nominated Visa or Mastercard credit/debit card on/about your invoice's due 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 or mail it to us at: 1/18 Expansion St, Molendinar, QLD 4214.

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
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 telephone & 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 your minimum service charges as per your agreement. Any additional charges related to calls are billed in arrears at the rates contained in this agreement.
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. NGV Hosted monthly service charges do not include the telephone hardware. Telephone hardware is charged separately
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. 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.
10. \$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
11. The minimum hosted service contract is 1 month, there is no lock-in period and you are free to disconnect your service after the first month. Telephone hardware contracts are either 12 or 24 months depending on the selection made by the customer.
12. No setup and configuration costs are applicable for hardware purchased from NGV.
13. If you are not using NGV supplied hardware (telephone and internet hardware) it is the customer's responsibility to have their hardware configured at their expense by a third party professional.
14. Hosted phone plans can only be provided when the customer has an active internet service with speeds of 12/1 or higher.
15. You indemnify NGV for call quality issues due to congestion of shared network of data and voice traffic.
16. NGV are not responsible for call quality if the customer is using a third party for the provision of internet services.
17. New connections will be pro-rata from the date that the service is connected.
18. All prices stated on this application form are inclusive of GST.
19. For full terms and conditions please visit our website at: www.ngwifi.com.au