



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

NGV Business Trunk 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

SIP Trunk Services

Small Business Plan

\$25.00 p/m

*includes 5 in-dial number range

Medium Business Plan

\$50.00 p/m

*includes 10 in-dial number range

Corporate Plan

\$99.00 p/m

*includes 100 in-dial number range

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 single number or range of numbers please attach current invoice for current provider.

Numbers to port:

Additional 100 In-Dial Number Range
*nominate how many additional you require

\$44.95 p/m

NGV Telephone Solutions

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.

Would you like?

White Pages Listing? Yes: No:

Call Wait Enabled? Yes: No:

NGV 101 Voicemail Service? Yes: No:

*For additional costs and information, including call exclusions, please check the terms and conditions.

Inbound Call Costs

1300, 1800 & 13 Numbers

Connection Fee
*charged once only



\$25.00

	1300 Number	1800 Number	13 Number
Monthly Fee	\$15.00p/m	\$15.00p/m	\$830.00p/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.

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 telephone solution monthly service charges do not include the telephone hardware.
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. 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.
11. New connections will be pro-rata from the date that the service is connected.
12. Hosted phone plans can only be provided when the customer has an active internet service with speeds of 12/1 or higher.
13. You indemnify NGV for call quality issues due to congestion of shared network of data and voice traffic.
14. NGV are not responsible for call quality if the customer is using a third party for the provision of internet services.
15. All prices stated on this application form are inclusive of GST.
16. For full terms and conditions please visit our website at: www.ngvwifi.com.au