

Critical Information Summary

NGV NBN Broadband & Telephone 2024

	Internet download and upload speeds			
	12/1 mbps	25/10 mbps	50/20 mbps	100/40 mbps
Monthly Data Allowance	Monthly Charge			
UNLIMITED	\$60.00	\$65.00	\$70.00	\$90.00
Telephone Service	Monthly Charge			
Pensioner Line Rental	\$20.00			
Standard Line Rental	\$30.00			

DESCRIPTION ABOUT THE SERVICE

The NGV broadband and telephone plans are designed to deliver you NBN internet access, and a home telephone service that gives you line rental and a telephone number which enables you to make and receive calls.

Bundling Requirements

The telephone service is provided using the NBN infrastructure (VoIP) therefore it is a requirement for an NBN internet service to be active for telephone services to be provided.

Your Minimum Monthly Charge

\$80.00 to \$120.00 depending on your elected NBN speed you select, and the line rental you qualify for. Applicable charges for calls made are additional.

Your Maximum Monthly Charge

\$680.00 to \$720.00 depending on your elected speed. These fees include your first month's access charge, broadband and telephone hardware of \$200 if applicable, technician visit of \$100 if applicable, NBN Greenfield connection fee of \$300 if applicable. All monthly service charges are billed one (1) month in advance e.g. an invoice received on the 1st May will be for service charges from 1st May to 31st May. Your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. For more information please refer to your application form or call our provisioning department on 1800 007 648.

Minimum Term

1 Calendar Month

No Early Termination Charges Apply

Because NGV broadband and telephone services are month-to-month there are no early termination charges. The total minimum amount that you will pay over the period of your plan term is one (1) calendar month based on the elected speed, plus any hardware fees, technician visits or connection fees if applicable.

What's Included

NGV NBN broadband plans are unlimited data. NGV telephone plans includes a telephone line, unlimited calls to local and national numbers, unlimited calls to 13/1300 numbers, and unlimited calls to mobiles. All other calls are charged in addition to this.

What's Not Included

There are no data exclusions with the broadband plans. International calls charges are not included in the telephone line rental.

All NGV telephone services do not include the following:

- Special Service Numbers beginning with 19 are not available, this includes competition lines
- Some Telstra services such as *10# are not available

OTHER INFORMATION

Broadband Usage Information

NGV have spend management tools and data usage guides which are designed to assist you in managing your spend. You can view information about these tools here:

<http://www.ngvwifi.com.au/Spend-Management-Tools.aspx>

<http://www.ngvwifi.com.au/Broadband-Plans.aspx>

Call Usage Information

You can check your monthly internet usage and unbilled call costs by calling us on 1800 007 NGV (1800 007 648) or emailing us at admin@ngvemail.com.

INFORMATION ABOUT PRICING

Standard Charges

Cost of making a 2 minute call to Australian mobiles – 66c (no flagfall applies)

Local Calls – 18c per call
National Calls – 16.5c per minute
Call Connect (1234 and 12456) - \$2.30 per call
International Directory (1225) - \$2.30 per call
Directory Assistance (1223) - \$1.50 per call
Australian Mobile Calls – 33c per minute
13/1300 Calls – 35c per call

WARNING – If you call forward your Telephone Service to your mobile phone, you will be charged standard mobile call charges for each call that is received by your Telephone Service.

Charges to International Numbers

You will be charged if you make calls to international numbers. NGV offers calls to all of these below destinations for just 11c per minute (plus 5c flagfall):

- | | | | |
|-------------|------------------|-------------------|----------|
| - Belgium | - Germany | - The Netherlands | - Canada |
| - Hong Kong | - United Kingdom | - New Zealand | - China |
| - USA | - France | - Spain | |

To view International rates for all overseas destinations, see www.ngvwifi.com.au

Hardware Options

Your NGV broadband and telephone service requires a working modem or router to access your service. NGV can supply your hardware when connecting your service with us. Hardware modems are charged at \$200.00 each and are in addition to your connection or technician fees.

Connection Timeframes

Once we've accepted your application, our target connection timeframe for your service is 7 to 21 business days.

Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed for the minimum monthly charge as well as charges for any calls made during this billing period.

Service Availability

The service is not available in all areas and the service speed you experience depends on a number of 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 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

Fair Use Policy

This service is applicable to NGV's Fair Use Policy. Information on this policy can be found at www.ngvwifi.com.au.

CUSTOMER SERVICE

Contacting Us

If you have any questions regarding your plan, technical support or service please call us on 1800 007 NGV (1800 007 648). Our team are available Monday to Friday (except public holidays) from 8:30am to 4:30pm.

Complaints or Disputes Process

If you have a problem or complaint about your service, please call us on 1800 007 NGV (1800 007 648) or email us at support@ngv.com.au. Information on our Complaints Handling Policy can be found at www.ngvwifi.com.au.

Further Assistance

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you are unable to resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058, or fax 1800 630 614. Additional information can also be found at www.tio.com.au.

This document is a summary only. For full terms and conditions please visit www.ngvwifi.com.au.

This summary is valid as of January 2024.