

# Critical Information Summary

## NGV Waypoint Village Broadband 2024

### DESCRIPTION ABOUT THE SERVICE

The NGV Waypoint Village broadband plans are a free service designed to deliver you high-speed Internet access using wireless broadband technology. This service has an unlimited data allowance.

**Cost**

Free

**Minimum Term**

There is no minimum term or charges.

**Early Termination Charges**

There are no termination charges.

**What's Included**

Unlimited data usage subject to NGV's Fair Use Policy.

**What's Not Included**

There are no data exclusions.

### OTHER INFORMATION

**Usage Information**

Whenever you log on to your NGV wifi service, you will be presented with a pop-up screen alerting you to how much data you have consumed.

**Hardware Options**

Users will require a device (PC, laptop, tablet, mobile phone etc) that enables access to a web browser in order to use free data.

**Bundling Requirements**

This service is not conditional on any bundling arrangements.

**Mandatory components**

This service requires an active email account in order to create an account to use the free data.

**Connection Timeframes**

Connection to the internet is instant as soon as you login.

**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](http://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](http://www.ngvwifi.com.au).

## **CUSTOMER SERVICE**

### **Contacting Us**

If you have any questions regarding the service, or technical support, 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. Technical support hours are 6:00am – 10:00pm.

### **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](mailto:support@ngv.com.au). Information on our Complaints Handling Policy can be found at [www.ngvwifi.com.au](http://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](http://www.tio.com.au).

This document is a summary only. For full terms and conditions please visit [www.ngvwifi.com.au](http://www.ngvwifi.com.au).

This summary is valid as of January 2024.