

Critical Information Summary

NGV Broadband 2018

	Internet download and upload speeds		
	15/5 mbps	25/5 mbps	50/20 mbps
Monthly Data Allowance	Monthly Charge		
50GB	\$40.00	\$50.00	\$60.00
500GB	\$50.00	\$60.00	\$70.00
UNLIMITED	\$70.00	\$80.00	\$90.00

INFORMATION ABOUT THE SERVICE

The NGV broadband plans are designed to deliver you high-speed Internet access exceeding standard ADSL speeds.

Bundling Requirements

The service does not require an active intercom or phone line with NGV, however you can save a minimum \$10.00 per month by having both telephone and broadband services with NGV.

Minimum Term

1 Calendar Month

What's Included

Your monthly data allowance plan you select states what your maximum data allowance usage is. Example, 50Gb of data where 1GB (Gigabyte) = 1,000MB (Megabytes). You can use your monthly usage allowance at any time (day or night). Any unused monthly allowance expires at the end of your billing cycle.

What's Not Included

If you exceed your monthly data allowance, your broadband service will be slowed down to 32kbps / 32kbps for all usage for the rest of that month until your next billing cycle begins (but you won't be charged extra for any data that you use while your speed is slowed).

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.

INFORMATION ABOUT PRICING

Your Minimum First Month Charge

\$40 to \$90 depending on your elected speed and monthly data allowance you select – this is your first month's broadband access fee. 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. Broadband connection charges (maximum \$100), hardware charges (maximum \$90) and technician visit (maximum \$100) may be applicable depending on the site and connection type. 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.

Your Minimum Monthly Charge

\$40 to \$90 depending on your elected speed and monthly data allowance you select

No Early Termination Charges Apply

Because NGV broadband 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 monthly data allowance and elected speed; \$40 to \$90, plus any connection fees, hardware or technician visits if applicable.

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>

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

Please see below instructions for how to login and check your data usage.

1. Go to <http://duxadmin.nextgenerationvoice.com.au> and click on login on the far left
2. Please call NGV on 1800 007 648 to be provided your username and password – once in receipt of this information, proceed to the next step
3. Select internet logins on the far left
4. Then click on the little yellow button on the far right that says usage
5. It will display a graph that will show you the usage. The best way to use this graph so you can determine how much data you have left for the month is to change the display to show “this billing period” at the bottom of the screen

Hardware Options

Your NGV broadband service requires a working modem or router to access your service. NGV supplies TP-LINK hardware. TP-LINK hardware required for your site is:

TP-LINK 4 port Wireless Router: TL-WR841ND – \$90

You have the option to purchase and configure your own hardware, however NGV will not provide support directly relating to this hardware. You can view more information about these products here: www.tplink.com/au

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 any additional usage during this billing period, and these charges are for services one (1) month in advance.

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@ngve.com.au. Information on our Complaints Handling Policy can be found at www.ngvwifi.com.au.

Further Assistance

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

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