

# Critical Information Summary

## NGV ADSL 2020

	Internet download and upload speeds		
	1.5 mbps/256 kbps	8/1 mbps	20/1 mbps
Monthly Data Allowance	Monthly Charge		
50GB	\$30.00	-	\$40.00
500GB	-	\$40.00	\$50.00
UNLIMITED	-	\$60.00	\$70.00

### DESCRIPTION ABOUT THE SERVICE

The NGV ADSL plans are designed to deliver you Internet access in low bandwidth communities.

#### Your Minimum Monthly Charge

\$30 to \$70 depending on your elected speed and monthly data allowance you select

#### Your Maximum Monthly Charge

\$320 to \$360 depending on your elected speed and monthly data allowance you select. These fees include your first month's access charge, connection fee of \$100, technician fee of \$100 if applicable, hardware fee of \$90 if applicable. All monthly service charges are billed one (1) month in advance e.g. an invoice received on the 1<sup>st</sup> May will be for service charges from 1<sup>st</sup> May to 31<sup>st</sup> 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 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, plus any connection fees, hardware, or technician visits if applicable.

#### 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).

### INFORMATION ABOUT PRICING

#### Cost of 1MB of Data

\$0.0006 to \$0.0001 per 1MB of data depending on what plan you elected to take.

### 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](mailto: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 and depending on the configuration of your service, one of these options will be required if you don't already have a suitable modem or router:

TP-Link 4 port ADSL2+ Modem/Router – TD-W9970 - \$90

### **Connection Timeframes**

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

### **Bundling Requirements**

The service does not require an active intercom or phone line with NGV.

### **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)

### **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, 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@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).

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This summary is valid as of August 2020.