

# Critical Information Summary

## NGV Business Hosted Phone 2020

Telephone Service Plans	Minimum Monthly Charge
Hosted Services – Small Business Plan	\$25.00
Hosted Services – Medium Business Plan	\$44.00
Hosted Services – Corporate Plan	\$150.00
Inbound Call Services – 1300 Number	\$15.00
Inbound Call Services – 1800 Number	\$15.00
Inbound Call Services – 13 Number	\$830.00

### DESCRIPTION ABOUT THE SERVICE

Your Telephone Service is for a business telephone service that gives you line rental and a telephone number which enables you to make and receive calls.

#### Your Minimum Monthly Charge

\$15.00 to \$830.00 depending on your elected Telephone service, plus charges for any calls made.

#### Your Maximum Monthly Charge

\$40.00 to \$855.00 depending on your elected Telephone Service – this is your first month's line rental charge. A once only connection fee of \$25.00 is applicable if you are connecting a 1300, 1800 or 13 number. 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, and it may contain porting charges if you elected to port numbers to our service. Your bill will also include charges for any calls made. 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 phone 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 (plus connection fee if applicable) based on the Telephone Service selected.

#### Service Requirements

Your Hosted Telephone services requires a stable internet connection.

#### What's Included

Your Telephone Service includes a telephone line.

#### What's Not Included

You will be charged each month for telephone call usage. These charges are outlined below in the standard call charges section of this document. Telephone hardware and internet connection is not included.

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

### INFORMATION ABOUT PRICING

#### Standard Charges for Hosted Services

Cost of making a 2 minute call to Australian mobiles – 38c (no flagfall applies)

Local Calls – 12c per call

National Calls – 12c per call

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 – 19c per minute

13/1300 Calls – 35c per call

## Standard Charges for Inbound Call Services (1300, 1800 & 13 Numbers)

Cost of receiving a 2 minute call to Australian mobiles – 38c (no flagfall applies)

Local Calls – 10c per minute

National Calls – 10c per minute

Mobile Calls – 19c per minute

**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 destinations for just 11c per minute (plus 5c flagfall):

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

To view International rates for all overseas destinations, see [www.ngvwifi.com.au](http://www.ngvwifi.com.au)

## New Connection Fees

\$25.00 connection fee is applicable only if you are connecting a 1300, 1800 or 13 number.

## OTHER INFORMATION

### Call Usage Information

NGV have spend management tools which are designed to assist you in managing your spend. You can check your monthly usage and unbilled call costs by calling us on 1800 007 NGV (1800 007 648) or emailing us at [admin@ngv.com.au](mailto:admin@ngv.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, and it may contain porting charges if you elected to port numbers to our service. 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.

## 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).

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 August 2020.