

Critical Information Summary

NGV NBN Broadband 2020

	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

DESCRIPTION ABOUT THE SERVICE

The NGV broadband plans are designed to deliver you NBN internet access.

Your Minimum Monthly Charge

\$60.00 to \$90.00 depending on your elected speed you select.

Your Maximum Monthly Charge

\$585.00 to \$615.00 depending on your elected speed. These fees include your first month's access charge, broadband hardware of \$125, technician visit of \$100 if applicable, 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 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.

What's Not Included

There are no data exclusions.

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 support@ngv.com.au.

Hardware Options

Your NGV broadband service requires a working modem or router to access your service. NGV supplies your hardware when connecting your service with us. Hardware modems are charged at \$125.00 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 the minimum monthly charge, and these charges are for services one (1) month in advance.

Bundling Requirements

The service does not require an active 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

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.

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This summary is valid as of August 2020.