

Critical Information Summary

NGV Telephone 2020

Telephone Service	Minimum Monthly Charge
Intercom Only Rental	\$15.00
Pensioner Line Rental	\$20.00
Standard Line Rental	\$30.00
Call Combo (Local, National & 13/1300)	\$10.00
Call Combo (Mobile, Local, National & 13/1300)	\$20.00

DESCRIPTION ABOUT THE SERVICE

Your Telephone Service is for a home telephone service that gives you line rental and a telephone number which enables you to make and receive calls. If you elect the "Intercom Only Rental" Telephone Service, this is for an intercom service only that enables you to make short dial calls within your community for no additional charge.

Your Minimum Monthly Charge

\$15 to \$50 depending on your elected Telephone service and if you elect a "Call Combo" also; plus charges for any calls made.

Your Maximum Monthly Charge

\$115 to \$150 depending on your elected Telephone Service and if you elect a "Call Combo" also – this includes your first month's line rental charge and a \$100 once only connection 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. 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. 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 based on the Telephone Service elected, and charges for any calls made.

What's Included

Your Telephone Service includes a telephone line, with calls being charged in addition to this.

If you elect the "Call Combo (Local, National & 13/1300)" Telephone Service, this gives you unlimited calls to local and national numbers, and unlimited calls to 13/1300 numbers – mobile and international calls are charged at standard rates on the "Call Combo" Telephone Service.

If you elect the "Call Combo (Mobile, Local, National & 13/1300)" Telephone Service, this gives you unlimited calls to mobile, local and national numbers, and unlimited calls to 13/1300 numbers – international calls are charged at standard rates on the "Call Combo" Telephone Service.

You can only elect either of the "Call Combo" Telephone Services if you have a line rental Telephone Service with NGV.

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 is not included.

If you elect the "Intercom Only Rental" Telephone Service, there is no incoming landline number associated with this service and you are not able to make any calls other than extension calls to other residents within your community. If you need to make external calls, please choose a line rental Telephone Service that allows incoming and outgoing calls.

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

Cost of making a 2 minute call to Australian mobiles – 66c (no flagfall applies)

Local Calls – 18c per call

National Calls – 16.5c per minute

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 – 33c per minute

13/1300 Calls – 35c per call

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 below 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

Bundling Requirements

This service is not conditional on any bundling arrangements.

New Connection Fees

Our fee to connect your service is \$100 and is only charged once.

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@ngvemail.com.

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 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. 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.

This document is a summary only. For full terms and conditions please visit www.ngvwifi.com.au. This summary is valid as of August 2020.