



## NGV Telephone & Intercom Terms and Conditions

In conjunction with our Standard Form of Agreement, these terms and conditions apply specifically to our Telephone & Intercom service:

1. NGV WiFi (NGV) provides residential support services for telephone and internet related issues between the hours of 8.30am and 4:30pm, Monday to Friday (excluding public holidays). The contact number for support is 1800 007 648.
2. Your contract term is a minimum of 1 calendar month and charges are applicable on a monthly basis thereafter. Monthly service charges are billed 1 month in advance. Calls made are billed 1 month in arrears.
3. You can cancel your services at any time with no cancellation fee applicable. If the service is cancelled before the end of the monthly contract period, all monthly service charges for the remainder of that month are due and payable as per our payment terms.
4. Payment terms are 14 days from the date of invoice issue. A \$10 late payment fee will be applied to your account should payment be received outside of the stipulated 14 day payment term.
5. When connecting a new, or reconnecting a previously cancelled service, this will incur our standard connection fee of \$100, plus technician visit fees if applicable.
6. New connections will have their monthly service charges pro-rata from the date that the service is connected.
7. Pensioner rates apply for any customer over 60 or that holds a current pensioner/senior's card.
8. All prices are inclusive of GST.
9. Emergency calls to 000 and 1800 numbers are free of charge.
10. Call charges and rates are applicable 24 hours a day, 7 days per week, and these can be found on your application and detailed on the website.
11. Numbers beginning with 19 are not available from this service. This includes competition lines.
12. Some Telstra services such as \*10# and 1234 are not available from this service.

13. You may be able to keep your existing telephone number at the cost of \$5 per month. To check if this option is available for you, please contact us on 1800 007 648, Monday to Friday between 8:30am and 4:00pm (excluding public holidays), or email us at: [provisioning@ngv.com.au](mailto:provisioning@ngv.com.au).
14. You can keep your NGV telephone number when/if you leave our service.
15. Call waiting and Voicemail services are available free of charge.
16. NGV reserves the right to update its pricing structure at 6 monthly intervals.
17. Intercom only plans allow calls to be made within your community to other residents at no additional charge.
18. Intercom only plans have no incoming landline number associated with the service therefore you are not able to make any other calls other than extension calls to other residents within your community.
19. Intercom only plans are applicable to a \$100 connection fee for a new connection, or reconnection of a previously cancelled service.