

## Data Plans – Resi Grade DSL Services

### 2016 - Resi ADSL Zone 1

<b>Setup Fee : \$49.99</b>	<b>Modem : \$59.99</b>
<b>Postage Fee : \$19.99</b>	<b>Monthly Fee : \$49.99</b>
<b>Contract Term : 24 Months</b>	<b>ETF : \$200</b> Payable within 7 days of cancelation
<b>Included Data : Unlimited</b>	<b>Modem Supplied : <a href="#">TP-LINK TD-W8950N</a></b>

### 2016 - Resi ADSL Zone 2

<b>Setup Fee : \$49.99</b>	<b>Modem : \$59.99</b>
<b>Postage Fee : \$19.99</b>	<b>Monthly Fee : \$69.99</b>
<b>Contract Term : 24 Months</b>	<b>ETF : \$200</b> Payable within 7 days of cancelation
<b>Included Data : Unlimited</b>	<b>Modem Supplied : <a href="#">TP-LINK TD-W8950N</a></b>

**THE SMALL STUFF :**

The V4 ADSL is available to residential customers. Other service types are charged extra on top of monthly access fee per month. Monthly Access Fee, charged in advance, is prorated from the date your services go live. All Prices mentioned above include GST. This plan is provided at the Terms & Conditions of V4 Telecom and its subsidiary companies and can be withdrawn at any time without notice. This plan obligates the user to a minimum spend of \$49.99 - \$79.99 per connections per month on a minimum 24 months contract term plus additional.

Early Termination Fee is \$200 per service payable to V4 Telecom within 14 days from your final invoice due date. This plan can't be combined with any other offers from V4 Telecom & its subsidiary companies. Payment via American Express incurs a 4% surcharge, via Diners Club incurs a 4% surcharge and via MasterCard/VISA incurs a 1.8% surcharge on the invoice amount payable. All prices quoted on this comparison chart are INCLUSIVE of GST.

ADSL speeds can vary from location to location and it is up to the customer's discretion and responsibility to check upon the available speeds in the relevant area / postcode. Zone 1 and Zone 2 Users can have their relevant zone location checked by a V4 specialist on 1300 843 130.

Contract Term will be auto renewed under the existing relevant terms & conditions on completion of the Contract Term. If you do not wish for the contract to be renewed please inform us Via Phone, Fax or in writing 45 days prior to the completion of your Contract Term. Successful Account Creation must involve a new wireless modem sent by us included within the applicable set up upfront fee charged to the 1st invoice for the Customer or Account Creation may not be successful. Modem Installations are always assisted by our Customer Service & Business Support Teams on the phone during Business Hours Monday to Friday 9:00 AM to 5:30 PM AEST Timings. Any repair or damage to the wireless modem once received by the customer, remains the complete & full obligation of the end user. Modem Installations are never physically attended to on the site of the user. Pricing effective from 04/10/2016 and subject to change at any time. Please refer to our full range of ADSL product & service information including zone classification and associated terms for further information.

We reserve the right to disconnect end users who perform excessive uploads.

**ADSL2+ Speeds:**

Optimal ADSL2+ speeds require compatible ADSL2+ modem and filters. Actual speeds will vary due to many factors including distance from the local telephone exchange, the quality of the customer's copper phone line, cabling and equipment.

**Priority Assistance:**

Please be aware that V4 services don't offer Priority Assistance on any of our products. If you do need priority assistance as a Home User, please contact Telstra for supply of your services using the below information. Please contact V4 at 1300 843 130 or support@v4.net.au to move your services to Telstra as a Home User if you are an existing customer to V4, at no early termination costs applied by V4. Our teams will assist you if need be.

How do I apply?

If you are eligible for Priority Assist status, you can apply directly to Telstra by completing the [Priority Assist application form](#) and send it to the details found on the form.

How can I get immediate assistance?

If you need immediate assistance with a fault on your existing line, please call 13 2203.

For immediate help with a new line connection, please call Telstra on 1800 331 286.