

V4 NBN Voice Only Pricing Information

V4 is fully ready to supply all your telephone needs on the new NBN network. Take advantage of great call rates and included value bundles as detailed below. Please note that voice only products on NBN are **only** available on FTTH (Fibre to the Home) connections. If you're NBN type is FTTN, HFC or Wireless you will still need a data connection to make calls as they will now travel over a data connection (VOIP). Our specialists can inform you of what kind of NBN connection you have if you are unsure and help you choose the best package.

NBN Voice Plans

Our V4 NBN Voice only plan costs **\$42.99** (Inc GST) per month plus calls plus add on services eg. Caller ID.

Call Charges

CALL TYPE	COST (Inc GST)
Local Calls	\$0.04 Per Minute
National Calls	\$0.05 Per Minute
Mobile Calls	\$0.13 Per Minute
13/1300 Calls	\$0.42 Per Call

All Pricing is inclusive of GST

Introducing Optional Included Value Plans :

V4 are now offering included value plans for our NBN voice services. Our two call packages allow you to save serious money on calls.

National Call Package \$10 : (\$42.99 basic package + \$10)

For only **\$10 all** of your Local and National calls are completely free. Calls to mobiles and 13/1300 remain at our already cheap prices above.

Premium Call Package \$25 : (\$42.99 basic package + \$25)

For **\$25** you get our premium package. This gives you **all** of your Local, National **AND** Mobile calls for absolutely **FREE** ! Only 13/1300 and special call types are charged on top.

V4 Telecom supplies NBN services on a reseller agreement. These services are supplied to you at an agreed rate determined by the plan you have chosen from V4.

This summary gives you the important information you need to know about your V4 Telecom Residential NBN plan. It covers things like the length of your contract, billing,

what's included and what's not.

INFORMATION ABOUT THE SERVICE:

The NBN is a high-speed broadband internet and voice service which is currently being rolled out by nbn™. A connection with V4 Telecom will provide you with access to the a telephone service via the nbn™ Connection Box. To get a V4 Telecom NBN service you must be in an eligible NBN area as per the nbn™ historical footprint.

MINIMUM PLAN TERM:

V4 NBN Voice only services are on a 12 month contract. These contract terms are non- negotiable and are in place to secure the best pricing and connection for our customers.

INSTALLATION:

A minimum of one appointment is needed to connect your service to the NBN. This will be with nbn™. In which case we will arrange the appointment for you.

A standard installation of the nbn™ equipment is included free of charge. If your installation is non-standard, nbn™ will discuss and obtain your agreement to any additional charges before starting the work. These charges will be incurred through V4 Telecom and recharged to you.

If you're not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the nbn™ equipment, including its location.

Beyond the NBN connection Box, your nbn™ installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cable installer if required. A missed appointment fee may apply if you are unavailable during your scheduled appointment.

CONNECTION Fee:

Our NBN Voice only plans have no upfront connection fee

Upon expiry of your contracted term, you may choose to cancel your service with no penalty. You may also choose to downgrade your plan to a lower monthly spend, however change of speed tier fees may still apply.

TOTAL MINIMUM PLAN COSTS

The total minimum amount you will pay over 12 months is your monthly plan cost plus any calls made or value included plan costs.

Example

Voice Only + National 12 Month contract \$ 52.99

\$52.99 x 12 = \$635.88 (assuming no mobile, 1300 or special calls are made and no add on services are enabled)

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.

BILLING :

V4 Bills by calendar month and new bills are generally issued on or about the 5th business day of the month. Our standard credit terms are 14 days at which time you bill will be due. We accept credit card, BPAY and EFT payments. For your convenience V4 recommends setting up direct debit which any of our friendly staff can setup for you.

CHANGING PLANS

Once an NBN Phone plan is purchased:

Within contract you cannot downgrade to a lower plan than initially contracted

You can add additional Value Included plans within your contract term at no cost.

WE'RE HERE TO HELP

If you have any questions about this plan, any other V4 Telecom service, technical support or connection issues please, please call us on 1300 843 130

COMPLAINTS OR DISPUTES

If you have a problem or complaint about your service, go to <https://v4.net.au/complaint-handling/>

Where you'll find full contact details and information about how to resolve it.

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

This is a summary only – please see www.v4.net.au/TOB/ for further information regarding billing and additional charges.



V4 Telecom Pty Ltd

ABN: 60 874 935 138

PO Box 33097, Melbourne VIC 3004

TELECOM

Ph: 1300 843 130 | Email: info@v4.net.au | Web: www.v4.net.au

make the shift.