

V4 Resi VOIP Pricing Information

V4 brings to you the latest voice technologies for all your telephone needs. Use an eligible data connection to almost halve your Telephone costs! Take advantage of great call rates and included value bundles as detailed below. Suitable for Households, Small Office, Home Office, up to 4 lines. Please note that VOIP connections require Bus Grade DSL connections or above in order to maintain the best call quality.

Resi VOIP Plans

Our V4 Resi VOIP plans come in two options (All plans are per line):

V4 Resi VoIP Super Saver - \$18.99 Inc GST

CALL TYPE	COST
Local Calls	Free
National Calls	Free
Mobile Calls	\$0.25 Per Minute
13/1300 Calls	\$0.46 Per Call

V4 Resi VoIP Premium Plus - \$36.99 Inc GST

CALL TYPE	COST
Local Calls	Free
National Calls	Free
Mobile Calls	Free
13/1300 Calls	\$0.46 Per Call

All Pricing is inclusive of GST

Hardware For Resi VoIP :

For Resi VoIP connections V4 provides a pre-configured ATA (Analogue Telephone Adapter) to allow you to utilize your existing telephone handsets by plugging them into your modem/router. Please ensure you have a spare port on this device and if not please ask you V4 specialist and we can organise alternate hardware. Resi VoIP ATA's cost **\$79.99** and are required one per line.



Super charged savings!

Pay on time and receive a 11.5% discount off your monthly bill.

ATA Hardware SPECIAL OFFER :

To best serve our customers in the switch over to VoIP we have made a special introductory offer for the ATA hardware required for VoIP service. If you take a **24 month contract** instead of the standard 12 months **and** pay via **Direct Debit** we will credit the cost of your ATA Hardware over your first 10 V4 invoices. This means **\$7.99 per ATA** will be credited to your account for the first 10 months of your 24 month contract. Standard exit fees apply if you break this contract within the 24 month timeframe.

Contract Terms: Our Resi VoIP plan have a 24 month contract period. Cancelling a service within the contract period will impose a \$200 cancelation fee on your final invoice.

IMPORTANT NOTE

VOIP is dependent on data connection. This means if your internet connection goes down for any reason you VOIP phone will no longer work. If this does happen your voicemail service (if enabled) will continue to take messages or if you want, we can divert the number to a mobile etc with all diverted calls billed to your plan at their applicable rate. This means if you are on our Premium Plus plan your diverted calls will be free.

V4 VOIP Critical Information Summary

V4 Telecom supplies VOIP 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 VOIP plan. It covers things like the length of your contract, billing, what's included and what's not.

INFORMATION ABOUT THE SERVICE:

V4 VOIP is a voice over internet protocol that allows for voice communication across a data connection with no need for a physical phone line. VOIP services are recommended to have 100 Kbps per line available for best transmission quality. As VOIP is a data service your connection to the internet does control access to calls etc in which case if you have no internet connection you will not be able to use your VOIP service.



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make the shift.



TELECOM

Super charged savings!

Pay on time and receive a 11.5% discount off your monthly bill.

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 <http://www.v4.net.au> for further information regarding billing and additional charges



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