



TELECOM

Make the shift

### V4 Business Hosted Phone System (Business VOIP) Pricing Summary

V4 is now offering Hosted Business VOIP type packages for Australian Businesses who want to bring their phone system solution into the information age, add more agility to their costs plus give a lot more flexibility to their employees versus a Traditional phone system.

This V4 solution branded as BizPhone will operate as a VOIP (Voice Over Internet Protocol) service which utilises specialised IP handsets to allow for multiple numbers & Users to connect over a virtual phone system allowing for critical telephony needs like Hunt Group setups and Virtual Phone Assistants to be integrated into your business with much lower overheads than a traditional phone system or PABX setup.

#### Business VOIP Plans

Standard Plan	Deluxe Plan (Advanced Handset)
\$39.99 – Per Handset Per Month	\$62.99 - Per Handset Per Month

All Pricing is inclusive of GST

Both the Standard and Deluxe plans come with **ALL** Local, National and Mobile calls **free**.

Call Type	Cost Per Call
Local	Free
National	Free
Mobile	Free
13/1300	\$0.39

International and special calls rates are available on our website or you can ask your sales specialist to provide them, as with all services 1800 calls are also free.



V4 Telecom Pty Ltd  
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**Additional Features :** The Business VOIP platform offers many features that can replace or upgrade your current phone system setup. These features include:

- Free Voicemail to Email solution
- Free Auto Attendant
- Free Hunt Group (3 handsets or more)
- Additional Hunt Groups if needed
- Queuing (at additional cost)
- Receptionist Application (additional cost)
- Features available on request
  - Call Forward -No Answer
  - Call Barring -Outgoing Calling Plan
  - Sequential Ring
  - Call Forward -Busy
  - Anonymous Call Rejection
  - Call Forwarding Selective
  - Call Forward -Always / Immediate
  - Automatic Call Back
  - Busy Lamp Field(Only on T48G & T42G)
  - Call Forward -Not Reachable
  - Do Not Disturb
  - Priority Alert
  - Call Waiting
  - Simultaneous Ring
  - Do Not Disturb Reminder
  - Speed Dial 8
  - 3-way Call for all handsets
  - 5-way call for conference handset
  - Remote Office
  - Shared Call Appearance 10+
  - Call Transfer
  - Basic Call Logs
  - Voicemail/Voicemail to Email
  - Calling Number Display -Incoming
  - Call Notify
  - Voice Messaging User
  - Calling Number Display -Outgoing
  - Music On Hold



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**Connection Fee :** Business VOIP connections do not have a connection fee per handset or account.

**Contract Terms:** Our Business VOIP plans have a 24 month contract period. This is to secure the best possible pricing for our customers and to eliminate any initial upfront costs for equipment. Cancelling a service within the contract period will impose a cancellation fee based on the amount of months left in the contract multiplied by the minimum monthly fee. For example a contract with two basic handsets/DiD's cancelled after 12 months will incur;  
 $12 \times (\$39.99 \times 2) = \$959.76$

**IP Handsets :** The IP handsets provided remain the property of V4 through the term of the contract and beyond. They need to be kept in reasonable condition as return of a handset is mandatory upon cancellation or completion of a contract and a fee will be charged if the handsets are not returned or are returned faulty / damaged. V4 recommends keeping the original boxes for the handsets for return if need be.

**\*IMPORTANT NOTE\***

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

For multiple handsets being used simultaneously V4 recommends a high fidelity internet connection is available. Testing tools to check current network capability and connectivity are available at : [Business VOIP Connection Test](#)

## V4 BizPhone 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.

### **MINIMUM PLAN TERM:**

V4 VOIP services are on a 24 month contract. These contract terms are non-negotiable and are in place to secure the best pricing and connection for our customers.

### **INSTALLATION:**

- There is no need for physical connection for VOIP in which case the only installation timeframe relates to the porting (transfer) of your traditional phone number over to a VOIP number and the delivery of your handsets. If you have no existing number then a VOIP number is assigned automatically and the service can be activated as soon as the provisioning is requested.
- Business VOIP handsets will come pre configured and require only an active internet connection, basic IT knowledge and expertise will be needed for setup as you may need to make changes to your network setup to accommodate the Business VOIP handsets

### **CONNECTION Fee:**

There are no connection fees for Business VOIP services.

Upon expiry of your contracted term, you may choose to cancel your service with no penalty. As the handsets remain the property of V4 you will need to return them.

## TOTAL MINIMUM PLAN COSTS

- The total minimum amount you will pay over 12 months is your monthly plan cost plus any non standard calls made.

Example

VOIP+ National                      12 Month contract                      \$ 22.99

$\$22.99 * 12 = \$275.88$

## 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 <https://www.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](http://tio.com.au/about-us/contact-us)

This is a summary only – please see website for further information regarding billing and additional charges