



**Super charged savings!**

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

## V4 NBN Pricing and Product Information

V4 is now offering true high speed connections via the new NBN network to eligible customers. Take advantage of blisteringly fast internet today!

### Data Packages:

SPEED	COST
12/1 Mbps	\$84.99
25/5 Mbps	\$94.99
50/20 Mbps	\$104.99
100/40 Mbps*	\$124.99

**Unlimited Usage:** All of our NBN data plans come with unlimited downloads.

### Setup Costs :

- Connection fee to connect Data services is **\$49.99**
- We provide a TP-Link Hi-Speed Router for **\$99.99** + **\$19.99** Postage and handling. [TP-Link TD 5612 information](#)

**Contract Terms:** All of our NBN data plans are on a **24 month** contract. An early termination fee calculated by the remaining length of your contract multiplied by your monthly fees will be applied to your final invoice if you break this contract.

\*100/40 Mbps is only available if your connection type is FTTH. FTTN and Wireless connections cannot support 100/40 Mbps speeds.

## V4 NBN Critical Information Summary

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.



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**make the shift.**

## INFORMATION ABOUT THE SERVICE:

The NBN is a high-speed broadband internet service which is currently being rolled out by nbn™. A connection with V4 Telecom will provide you with access to the internet 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:

All V4 NBN 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.

## WHAT'S INCLUDED DATA:

All V4 NBN plans included unlimited data. This is subject to a Fair Use agreement and if V4 determines the connection is being abused customers will be warned to reduce their usage or limiting will apply.

## 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. For Fixed Wireless information, see below.
- 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.
- Fixed Wireless is dependent on a good quality signal between the outdoor antenna installed at your premises and an NBN Fixed Wireless base station. At your first appointment the nbn™ technician will survey your premises to determine the signal quality and location of the outdoor antenna before the installation can proceed.
- 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.

## CONNECTION Fee:

All of our NBN Bundle plans have a connection fee of \$49.99

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.

## BROADBAND SPEEDS

- Your broadband service over the NBN offers download line speeds into the home up to 100Mbps and upload speeds from the home up to 40Mbps depending on plan selection. Please note 100 Mbps / 40 Mbps is unavailable to homes on FTTN (Fibre to the Node) and NBN Wireless connections as these connection types will not support these speeds.
- Actual speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by V4 Telecom. We will always endeavour to provide the best experience speed and connection wise possible but cannot be responsible for factors like available bandwidth at source or physical factors with the connection.
- Download speeds on devices connected via Wi-Fi router or network extender may be slower than on devices connected by Ethernet cable.

## TOTAL MINIMUM PLAN COSTS

- The total minimum amount you will pay over 24 months is your monthly plan cost plus the set up fee. This minimum commitment is available using our plan checker on the nbn webpage.

Example

12mbps/1mbps	24 Month contract	\$ 84.99
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**$\$84.99 \times 24 + \$49.99 = \$2,089.75$**

**CHANGING PLANS** Once an NBN Broadband plan is purchased:

- Change of Speed Tier fee of \$30 applies for upgrades
- Within contract you cannot downgrade to a lower plan than initially contracted



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### **INCOMPATIBLE EQUIPMENT**

Due to the changing nature of the NBN many modems originally thought to be NBN compatible may no longer be. Our provided hardware is completely compatible and up to date. You can choose to utilise your own hardware but V4's ability to support foreign hardware is limited and in addition if your connection type is FTTN or Wireless your modem will have to be able to support VOIP connections for phones. As this is the case we always recommend you purchase our supported and pre-configured modem.

### **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](http://tio.com.au/about-us/contact-us)

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



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