

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 your NBN type is FTN 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.

NBN Voice Plans

Our V4 NBN Voice only plan costs **\$47.99** per month plus calls

Call Charges

CALL TYPE	COST
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

Introducing 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 :

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 :

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.

Contract Terms: Our NBN Voice only plan have a 12 month contract period. Cancelling a service within the contract period will impose a \$200 cancellation fee on your final invoice.

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.

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. 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.

□ 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:

Our NBN Voice only plans have no 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 \$ 57.99

$\$57.99 \times 12 = \695.88 (assuming no mobile, 1300 or special calls are made)

CHANGING PLANS Once an NBN Broadband 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.

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 <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

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