

Plan: 2016 Resi Gear 2

Critical Information Summary

Information about the Service

Your V4 RESI GEAR 2 provides a standard voice home level service. Value Added Services such as Caller Id or Message Bank are not a part of the plan cost and are charged at cost rates on top of your regular plan value.

Availability:

You can choose V4 RESI GEAR 2 if you have a PSTN Telephone Service, are a residential customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles

Minimum Contract Term

6 Months

Information about Pricing

Minimum Monthly Charge: **\$79.99**

The minimum monthly charge includes \$300.00 incl. GST of call credits. These are not rolled over each month. Any unused credit is forfeit. This credit includes Local, National, Fixed to Mobile & International Calls to Fixed Lines & Mobiles Calls to 13/1300 numbers are not included in the call credit. Call credits are not applicable to premium numbers (190 numbers, 1234 and 12 456)

Early Termination Charge

A \$200 Early Termination Charge will apply to any service that terminates with V4 within the contract terms.

Call Rates In Australia (within \$150 cap):

| Call Type | Charge |
|-------------------------------|-------------------|
| Local Calls | 30 cents per call |
| Calls to 13, 1300 & 1345 | 46c per call** |
| National Calls | 30 cents per call |
| Calls to Mobiles in Australia | 99 cents per call |

International Call Rates:

| Call Type | Charge |
|---------------------|---|
| International Calls | the per minute block rates as per our rates advertised on the website |

**Not included in call cap

Additional Information about Pricing:

- ❖ After Initial call credit is used normal V4 rates apply please see over
- ❖ Two minute Mobile Call will cost \$0.99 under the call credit.
- ❖ Normal Rates apply to all the International Destinations as can be viewed at www.v4.net.au/international-rates/
- ❖ All components including all types of Calls & Services are charged extra on top of \$79.99 every month
- ❖ All Prices mentioned above include GST

Basic Telephone Service Connection Charges:

| Call Type | Charge |
|--|--------|
| Telephone Line without a technician visit | \$59 |
| Telephone Line with a technician visit | \$125 |
| New telephone Line connection/telephone line connection with a technician visit and cabling work | \$299 |

After initial call credits used the following rates will be applicable
A two minute call to a mobile will cost under the standard rate will cost \$0.92 Cents

| Call Type | Charge |
|--------------------------------|--|
| Local Calls | 30 cents per call |
| National Calls | 30 cents per call |
| Landline to Mobile Voice Calls | 99 cents per call |
| International Calls | Top 20 Countries (Full pricing available at http://v4.net.au/international-rates/) |

Other Information

Full Terms

Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

Visit www.v4.net.au/terms-conditions/ for our Standard Terms and Conditions on which we provide our products and services.

Usage Information

For information about your current usage levels please contact Customer Service by calling 1300-843-130, or visit <https://my.billing.com.au/V4/login.aspx>

Email Billing

V4 is committed to reducing our environmental footprint and therefore email billing is our default method of billing. Paper bill can be received as an option for an additional \$4.90 inclusive of GST. To opt for paper billing, please call 1300-843-130.

Connection Charges & Connection Timeframes

A charge may apply to connect your phone service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your phone service will depend on the type of connection required. For details, please visit www.v4.net.au/terms-conditions/ for our Phone Connection Charges and Timeframes.

Billing

The pricing in this Critical Information Summary are for the full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the "Important information about your first bill" section below for more information

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.

Important Information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

Contact Us

We are dedicated to customer service excellence. If you have any queries please call our customer service center on 1300-843-130 or email us at info@v4.net.au or if you are experiencing a technical fault please email us at info@v4.net.au or call 1300-843-130.

If you wish to make a complaint please call 1300-843-130 or email complaints@v4.net.au. If you are not satisfied with the service that you have received from us, please inform us. If we are unable to resolve the issue you may then seek assistance from the Telecommunications Ombudsman (TIO). The TIO will only investigate your complaint once you have already attempted to resolve your issue with V4. The TIO can be contacted by visiting their website at www.tio.com.au or via telephone on 1800-062-058.

Any Queries Please Call

V4 encourages its customers to call in relation to any query no matter how small, we are here to help.

V4, V4 Australia & V4 Telecom are fully owned & operated by V4 Telecom Pty Ltd. V4 is an authorized reseller of M2 Wholesale Pty Ltd to provide all fixed & Internet Services to its End Users. V4 is also an authorized retail Service Provider of NBN Co & Other Carriage Solutions via AAPT: TPG which is used to provide any NBN or any other connectivity related voice & data services to its End Users



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