V4 VOIP Voice Pricing Information

V4 is now taking advantage of VOIP services to save you more money on calls. VOIP (Voice Over IP) is a data based phone service that allows you to make and receive calls over your internet connection utilising your existing phone number. Not only are the monthly and call rates attractive this system also removes the need for a physical line so services can be added in virtually no time with no restrictions due to cabling or infrastructure.

VOIP Plans Our V4

VOIP plan costs $**12**.**99** per month plus calls

Call Charges

CALL TYPE	COST
Local Calls	$0.15 Per Call
National Calls	$0.05 Per Minute
Mobile Calls	$0.13 Per Minute
13/1300 Calls	$0.40 Per Call

All Pricing is inclusive of GST

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 $20 :
For $20 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.

Connection Fee : VOIP plans have a $19.99 connection fee this is charged in order to port your normal phone number over the VOIP network.

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Contract Terms: Our VOIP plans have a 12 month contract period. Cancelling a service within the contract period will impose a $200 cancelation fee on your final invoice.

Equipment required : In order to use a VOIP service you will require either a SIP enabled handset or an ATA. An ATA is a device that translates normal phones into VOIP phones. You can provide your own equipment but please be aware that the V4 tech team will not be as familiar with any unsupported device and diagnoses will be harder.

V4 can provide a new Wireless router with a built in ATA that will support up two VOIP services.

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 you're 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. This rate is determined by your value included package as well so for example if you have the premium plan any calls diverted to a mobile 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.

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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 12 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. 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.
- If you have elected to provide your own ATA then setting it up with a username and password will be your responsibility. V4 support staff will do their best to help with setup however as we are unable to have every hardware option setup for testing and learning we cannot guarantee our ability to setup all hardware.
- If you elect to have our Router ATA combo provided it will come pre configured and require only an active internet connection added to the 'Internet' port and plug regular handset/s into the Phone 1/2 ports.

CONNECTION Fee:

Our VOIP plans have a $19.99 connection fee. This connection fee is charged to cover the costs of porting a geographical number eg 03 9XXX XXXX over to the VOIP network. In the case you are electing to not transfer a number this cost is to reserve and generate a new number for you.

Upon expiry of your contracted term, you may choose to cancel your service with no penalty. You can add a included value plan at any time to your existing service however you cannot remove on within your contract period.

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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

 VOIP+ National   12 Month contract $ 19.99

$19.99 x 12 = $239.88 (assuming no mobile, 1300 or special calls are made)

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

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