

V4 NBN FTTH/FTTP Voice and Data Bundle

V4 is now offering true high speed connections via the new NBN network. Take advantage of blisteringly fast internet and new better value call rates once you are eligible for connection. This plan is **only** for customer with access to FTTH (Fibre to the Home) connections. For customers on FTTN or Wireless connections please refer to our NBN Data and Resi VoIP services.

Data and NBN Phone Bundle - FTTH:

Monthly Costs

| SPEED | COST |
|--------------|----------|
| 12/1 Mbps | \$89.99 |
| 25/5 Mbps | \$99.99 |
| 50/20 Mbps | \$109.99 |
| 100/40 Mbps* | \$129.99 |

All Pricing is inclusive of GST

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 |

Introducing Included Value Plans :

V4 are now offering included value plans for our NBN bundled services. First choose your desired speed then choose from either of our two add on packages to save even more on your 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.

Setup Costs :

- Connection fee to connect both Voice and Data is **\$49.99** charged on your first invoice.
- We provide a TP-Link Hi-Speed Router ([TP-Link TD-W9970](#)) for **\$99.99** + **\$19.99** Postage and handling.

Contract Terms:

All of our NBN bundles 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.

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.
- If you are not available for your scheduled appointment time please advise us at least 48 hours before the appointment. If you miss the appointment NBNco will apply a missed appointment fee automatically to your account.

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 \$ 89.99
\$89.99 x 24 + \$49.99 = \$2,209.75 (assuming no calls are made)

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

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. 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

This is a summary only – please see www.v4.net.au for further information regarding billing and additional charges



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make the shift.