

## CRITICAL INFORMATION SUMMARY

### V4 OPT4G MOBILE PLANS Prices Include GST

Item Description	V4 4GOPT1	V4 4GOPT2	V4 4GOPT3
Minimum Monthly Plan Fee	\$45.99*	\$59.99*	\$69.99*
Calls to Mobiles & Fixed Lines	Unlimited	Unlimited	Unlimited
Monthly Data Cap (Excess charge of \$18.00 / GB beyond Cap Applies)	2.5 GB**	10 GB**	18 GB**
Contract Term Applicable	36 months	36 months	36 months
SIM One Off Fee (Also applies to returned orders)	\$15.99 (Payable with 1 <sup>st</sup> invoice)	\$15.99 (Payable with 1 <sup>st</sup> invoice)	\$15.99 (Payable with 1 <sup>st</sup> invoice)
Calls to 13/1300/1800	Unlimited	Unlimited	Unlimited
Voicemail Retrieval/Divert	Unlimited	Unlimited	Unlimited
Call Forwarding	Unlimited	Unlimited	Unlimited
SMS & MMS messages (Including National)	Unlimited***	Unlimited***	Unlimited***
International Calling (Per/Min Rate & Included Value)	Per Min Rate = \$1.99, Included Value = \$0.00	Per Min Rate = \$1.99, Included Value = \$50.00	Per Min Rate = \$1.99, Included Value = \$250.00
Early Termination Fees & Payment Terms	Monthly Fee x remaining months, Payment Terms = 14 days	Monthly Fee x remaining months, Payment Terms = 14 days	Monthly Fee x remaining months, Payment Terms = 14 days

\* Discounted fee available on 36 months term & DD

\*\* Unused data doesn't rollover to next billing month

\*\*\* Premium SMS billed as per carrier costs charged to V4

**INFORMATION ABOUT THE SERVICE:**

V4 Telecom supplies V4 OPT4G MOBILE Network Mobile Plan services on a reseller agreement. These services are supplied to you at an agreed rate determined by the plan you have chosen to order from V4. This summary gives you the important information you need to know about your V4 NBN data only plans. It covers things like the length of your contract, billing, what's included and what's not

**THE SERVICE :** The V4 OPT4G MOBILE Network Mobile Plan is a SIM only plan being supplied to V4 customer's. New Accounts on Mobile Plans can only be set up with V4 for Postpaid Customers with a minimum of 1 Fixed Service or more under the same Account. These Mobile Plans for existing clients are available upon a minimum a 3 - month successful payment history with V4.

**MINIMUM PLAN TERM:**

All V4 OPT4G MOBILE Network Mobile Plan are on a 36 month contract. These contract terms are applicable from the date the service is ordered by V4, and are in place to secure the best pricing and connection for our customers. Should you decide to cancel an order, please email [cancel@v4.net.au](mailto:cancel@v4.net.au) with your full name, service address & order details within 10 Business Days from order sign up date. All cancellations received within 10 Business Days from order sign up date carry no termination costs. Any cancel requests received outside of the 10 Business Days, once into ordering attract early termination fee costs as outlined below..

**WHAT'S INCLUDED?** V4 OPT4G MOBILE Network Mobile Plan is inclusive of unlimited local & national calls, unlimited calls to mobiles, unlimited calls to 13/1300/1800 numbers and unlimited text messages and data usage per the plan selected at the time of ordering. Data usage for each plan can be referred to, through the box mentioned below.

Plan Name	Usage Allowance	Cost Per GB	Excess Per GB
V4 4GOPT1	2.5GB	\$18.40	\$18.00
V4 4GOPT2	10GB	\$5.99	\$18.00
V4 4GOPT3	18GB	\$3.88	\$18.00

Data usage in excess of the specified limit as defined per the plan chosen at the time of ordering will be charged at \$18.00 per GB of excess usage.

The above is subject to V4's Fair Use Policy available at [www.v4.net.au/fairuse](http://www.v4.net.au/fairuse) and if V4 determines the connection is being abused, customers will be warned to reduce their usage or service is limited without notice.

**CONTRACT FEE:** Upon expiry of your contract 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 to your next V4 invoice. V4 Customers waive their rights to the Customer Service Guarantee upon signup of the service. A non-working

service as per this document doesn't provide for any compensation or financial claims arising out of loss of business, lost sales for you as a Customer or otherwise, & is at best limited to the liability upon V4 Telecom Pty Ltd to credit plan fees for the days the said service didn't work as per defined working service standards, & if V4 Telecom Pty Ltd fails to render a working service beyond 14 working days, in exceptional circumstances, V4 Telecom would release the customer from any ongoing contract for supply of services without an early

**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](mailto: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.

termination fee being charged.

**EARLY TERMINATION FEES**

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

**TOTAL MINIMUM PLAN COSTS** The total minimum amount you will pay over 36 months is your monthly plan cost plus the setup fee. This minimum commitment is available referring to the box as described below.

Plan Name	Term	Total Minimum Cost
V4 4GOPT1	36 Months	\$1,655.64
V4 4GOPT2	36 Months	\$2,159.64
V4 4GOPT3	36 Months	\$2,519.64

**CHANGING PLANS** Change of Plan tier fee of \$30 applies for upgrades within contract term. You cannot downgrade to a lower plan from what was initially contracted at the time of V4 placing the order.

**OTHER INFORMATION****USAGE INFORMATION:**

You can monitor your usage at

<https://my.billing.com.au/V4/login.aspx> or by calling us on 1300 843 130.

**INTERNATIONAL ROAMING:**

Using your phone overseas can be significantly more expensive than using it at home. Charges you incur abroad are not included in your monthly value and may not appear on your bill in the same billing period you incurred them. For further information please visit [www.addtheinternationalrateslinkhere.com](http://www.addtheinternationalrateslinkhere.com)

**WE'RE HERE TO HELP** If you have any questions about this plan, any other V4 Telecom service, technical support or connection issues, please call us on 1300 843 130 Mon – Fri 9:00am to 5:30pm AEST and Saturday 9:00am to 4:30pm AEST & our teams are here to help.

**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 visit [www.v4.net.au](http://www.v4.net.au) for further information regarding billing and additional charges which apply to this service.

V4, V4 Australia & V4 Telecom are fully owned & operated by V4 Telecom Pty Ltd. V4 is an authorized reseller of Buroserv 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. V4 also contracts carriage services with My Net Fone & other carriers from time to time to enhance the best product experience for our clients & to augment financial & Operational benefits for V4