

## Critical Information Summary

### DATA ONLY PLANS INCLUDING GST PRICING

Item Description	V4 4G TEL10	V4 4G TEL11	V4 4G TEL12
Monthly Fee	\$59.99	\$69.99	\$89.99
Data Allowance	15GB	20GB	30GB
Excess Data per GB	\$14.99/GB	\$14.99/GB	\$14.99/GB
Calls to on-net users (Per Minute)	\$0.0621	\$0.0621	\$0.0621
Calls to Telstra mobiles (Per Minute)	\$0.1035	\$0.1035	\$0.1035
Calls to other mobiles (off-net) (Per Minute)	\$0.1656	\$0.1656	\$0.1656
Calls to Fixed numbers (landline) (Per Minute)	\$0.1656	\$0.1656	\$0.1656
Calls to 13/1300/1800 (Per Minute)	\$0.1656	\$0.1656	\$0.1656
Voicemail retrieval/divert (Per Minute)	\$0.1656	\$0.1656	\$0.1656
Calls to International Destinations (Per Minute)	<a href="#">Click here!</a>	<a href="#">Click here!</a>	<a href="#">Click here!</a>
Calls on Roaming (Per Minute)	<a href="#">Click here!</a>	<a href="#">Click here!</a>	<a href="#">Click here!</a>
Call Forwarding (Per Minute)	\$0.2070	\$0.2070	\$0.2070
Dial IT Services - Time (1194) (Per Call)	\$3.1050	\$3.1050	\$3.1050
Dial IT Services - Weather (1196) (Per Call)	\$3.1050	\$3.1050	\$3.1050
International Directory Assistance (1225) (Per Call)	\$3.1050	\$3.1050	\$3.1050
National Directory Assistance (1223) (Per Call)	\$1.7877	\$1.7877	\$1.7877
Video call - international (Per Minute)	\$5.5890	\$5.5890	\$5.5890
Video call - national (Per Minute)	\$3.3120	\$3.3120	\$3.3120
Telstra Mobile Satellite [014710, x1, x2, x4, x5, x6] (Per Minute)	\$2.2580	\$2.2580	\$2.2580
Optus MobileSat [01451, x2, x3] (Per Minute)	\$3.7260	\$3.7260	\$3.7260
SMS to on-net users (Per SMS)	\$0.0750	\$0.0750	\$0.0750
SMS to National mobiles/Fixed numbers (Per SMS)	\$0.1500	\$0.1500	\$0.1500
SMS to all International (Per SMS)	\$0.5250	\$0.5250	\$0.5250
Premium SMS (Per SMS)	Pass Through at cost		
SMS for iPhone message set up [+447786205094] (Per SMS)	\$0.2100	\$0.2100	\$0.2100
SMS - DEFAULT RATE CHARGES (Per SMS)	\$0.2100	\$0.2100	\$0.2100
To All National (standard MMS) (Per MMS)	\$0.3150	\$0.3150	\$0.3150
To All National (video MMS) (Per MMS)	\$0.6300	\$0.6300	\$0.6300
To All International (standard MMS) (Per MMS)	\$1.0500	\$1.0500	\$1.0500
To All International (video MMS) (Per MMS)	\$1.4400	\$1.4400	\$1.4400
Standard SIM card (Per Sim excluding postage costs)*	\$15.99	\$15.99	\$15.99
Early Termination Fee	Plan fee X remaining months	Plan fee X remaining months	Plan fee X remaining months
Order withdrawal Fee	\$49.99	\$49.99	\$49.99
Port rejection fee	\$15.99	\$15.99	\$15.99
Port away fee	\$15.99	\$15.99	\$15.99

\*Discount if 36 months contract term & direct debit

## Additional Information about Pricing

- Two minutes call to on-net users would cost  $\$0.0621 * 2 = \$0.1242$
- Two minutes call to Telstra mobiles would cost  $\$0.1035 * 2 = \$0.207$
- Two minutes call to other mobiles would cost  $\$0.1656 * 2 = \$0.3312$
- Two minutes call to Fixed numbers (landline) would cost  $\$0.1656 * 2 = \$0.3312$
- Two minutes call to 13/1300/1800 would cost  $\$0.1656 * 2 = \$0.3312$
- Two minutes Voicemail retrieval/divert would cost  $\$0.1656 * 2 = \$0.3312$

## Critical Information Summary: Terms & Conditions of V4 TELSTRA 4G NETWORK MOBILE PLANS

V4 Telecom supplies V4 TELSTRA 4G 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.

### INFORMATION ABOUT THE SERVICE

**THE SERVICE:** V4 4G TEL MOBILE is a mobile service that offers an included value data per month. The V4 4G TEL MOBILE Network Mobile Plan is a SIM only plan being supplied to V4 customer's. Customers are required to have a mobile device already, this is not a handset plan it is designated 'BYO'. 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 TELSTRA 4G 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 above.

**EARLY TERMINATION FEE:** 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

**WHAT'S INCLUDED?** V4 TELSTRA 4G Network Mobile Plan Data only includes data usage only per the plan chosen at the time of ordering.

Plan Name	Usage Allowance	Cost Per GB
V4 4G TEL10	15GB	\$3.93
V4 4G TEL11	20GB	\$3.49
V4 4G TEL12	30GB	\$3.00

Data usage in excess of the specified limit as defined per the plan chosen at the time of ordering will be charged at \$14.99 per GB of excess usage.

Plan Name	Excess Usage	Excess Usage Fees
V4 4G TEL10	1GB	\$14.99
V4 4G TEL11	1GB	\$14.99
V4 4G TEL12	1GB	\$14.99

The above is subject to V4's Fair Use Policy, a copy of which can be viewed at <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

### 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.

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. As this is a significantly discounted service, V4 is not able to provide the same CSG as it would with a traditional landline telephone 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 termination fee being charged.

**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 Monthly Minimum Costs
V4 4G TEL10	36Months	$\$59.99 \times 36 = \$2,159.64$
V4 4G TEL11	36Months	$\$69.99 \times 36 = \$2,519.99$
V4 4G TEL12	36Months	$\$89.99 \times 36 = \$3,239.64$

### 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 **\*\*INTERNATIONAL RATE CARD LINK\*\***.

**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: TP G 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.



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