

Critical Information Summary

VOICE & DATA BUNDLES INCLUDING GST PRICING

Item Description	V4 4G TEL1	V4 4G TEL2	V4 4G TEL3	V4 4G TEL4	V4 4G TEL5	V4 4G TEL6
Monthly Fee	\$29.99	\$45.99	\$60.99	\$69.99	\$79.99	\$99.99
Data Allowance	1GB	5GB	10GB	15GB	20GB	30GB
Excess Data per GB	\$14.99/GB	\$14.99/GB	\$14.99/GB	\$14.99/GB	\$14.99/GB	\$14.99/GB
Calls to on-net users (Per Minute)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to Telstra mobiles (Per Minute)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to other mobiles (off-net) (Per Minute)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to Fixed numbers (landline) (Per Minute)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to 13/1300/1800 (Per Minute)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Voicemail retrieval/divert (Per Minute)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to International Destinations (Per Minute)	Click here!	Click here!	Click here!	Click here!	Click here!	Click here!
Calls on Roaming (Per Minute)	Click here!	Click here!	Click here!	Click here!	Click here!	Click here!
Call Forwarding (Per Minute)	\$0.2070	\$0.2070	\$0.2070	\$0.2070	\$0.2070	\$0.2070
Dial IT Services - Time (1194) (Per Call)	\$3.1050	\$3.1050	\$3.1050	\$3.1050	\$3.1050	\$3.1050
Dial IT Services - Weather (1196) (Per Call)	\$3.1050	\$3.1050	\$3.1050	\$3.1050	\$3.1050	\$3.1050
International Directory Assistance (1225) (Per Call)	\$3.1050	\$3.1050	\$3.1050	\$3.1050	\$3.1050	\$3.1050
National Directory Assistance (1223) (Per Call)	\$1.7877	\$1.7877	\$1.7877	\$1.7877	\$1.7877	\$1.7877
Video call - international (Per Minute)	\$5.5890	\$5.5890	\$5.5890	\$5.5890	\$5.5890	\$5.5890
Video call - national (Per Minute)	\$3.3120	\$3.3120	\$3.3120	\$3.3120	\$3.3120	\$3.3120
Telstra Mobile Satellite [014710, x1, x2, x4, x5, x6] (Per Minute)	\$2.2580	\$2.2580	\$2.2580	\$2.2580	\$2.2580	\$2.2580
Optus MobileSat [01451, x2, x3] (Per Minute)	\$3.7260	\$3.7260	\$3.7260	\$3.7260	\$3.7260	\$3.7260
SMS to on-net users (Per SMS)	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
SMS to National mobiles/Fixed numbers (Per SMS)	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
SMS to all International (Per SMS)	\$0.5250	\$0.5250	\$0.5250	\$0.5250	\$0.5250	\$0.5250
SMS for iPhone message set up [+447786205094] (Per SMS)	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100
SMS - DEFAULT RATE CHARGES (Per SMS)	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100
To All National (standard MMS) (Per MMS)	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
To All National (video MMS) (Per MMS)	\$0.4200	\$0.4200	\$0.4200	\$0.4200	\$0.4200	\$0.4200
To All International (standard MMS) (Per MMS)	\$0.7000	\$0.7000	\$0.7000	\$0.7000	\$0.7000	\$0.7000
To All International (video MMS) (Per MMS)	\$0.9600	\$0.9600	\$0.9600	\$0.9600	\$0.9600	\$0.9600
Standard SIM card (Per Sim excluding postage costs) *	\$15.99	\$15.99	\$15.99	\$15.99	\$15.99	\$15.99
Early Termination Fee	Plan fee X remaining months	Plan fee X remaining months	Plan fee X remaining months	Plan fee X remaining months	Plan fee X remaining months	Plan fee X remaining months
Order withdrawal Fee	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99
Port rejection fee	\$15.99	\$15.99	\$15.99	\$15.99	\$15.99	\$15.99
Port away fee	\$15.99	\$15.99	\$15.99	\$15.99	\$15.99	\$15.99

Discount if 36 months contract term & direct debit

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

INFORMATION ABOUT THE SERVICE: The V4 TEL4G MOBILE is a mobile service that offers an included value that can be used to make national and international phone calls and send SMS. It also includes a monthly data allowance. The V4 OPT4G MOBILE Network Mobile Plan is a SIM only plan being supplied to V4 customer's, customers are required to have a mobile phone 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 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 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 TELSTRA 4G 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
V4 4G TEL1	1GB
V4 4G TEL2	5GB
V4 4G TEL3	10GB
V4 4G TEL4	15GB
V4 4G TEL5	20GB
V4 4G TEL6	30GB

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 TEL1	1GB	\$14.99x1=\$14.99
V4 4G TEL2	1GB	\$14.99x1=\$14.99
V4 4G TEL3	1GB	\$14.99x1=\$14.99
V4 4G TEL4	1GB	\$14.99x1=\$14.99
V4 4G TEL5	1GB	\$14.99x1=\$14.99
V4 4G TEL6	1GB	\$14.99x1=\$14.99

Early termination charges: 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.

For eg:-

Plan Name	Access Fees	Months Remaining	Total Cancellation Fees
V4 4G TEL1	\$29.99	10	\$299.9
V4 4G TEL2	\$45.99	10	\$459.9
V4 4G TEL3	\$60.99	10	\$609.9
V4 4G TEL4	\$69.99	10	\$699.9
V4 4G TEL5	\$79.99	10	\$799.9
V4 4G TEL6	\$99.99	10	\$999.9

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.

Unit Pricing Information:

All V4 4G TEL Plans	
Cost of making a 2 minute standard national mobile call (incl. flagfall)	\$0
Cost of sending a standard national SMS	\$0
Excess data charges	1.46c/MB
If you restricted your use solely to standard national mobile calls each of 2 minutes in duration, you could make this many calls:	Unlimited

The above is subject to V4's Fair Use Policy, a copy of which can be requested via email to: support@v4.net.au 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. 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 TEL1	36Months	\$29.99x36=\$1,079.64
V4 4G TEL2	36Months	\$45.99x36=\$1,655.64
V4 4G TEL3	36Months	\$60.99x36=\$2,195.64
V4 4G TEL4	36Months	\$69.99x36=\$2,519.64
V4 4G TEL5	36Months	\$79.99x36=\$2,879.64
V4 4G TEL6	36Months	\$99.99x36=\$3,599.64

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 [My Account](#) or by calling us on 1 300 843 130.

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 https://www.v4.net.au/pdf/V4_Mobiles_Telstra_4G_Aug_2018_IDD_Rates.pdf.

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. This is a summary only – please visit www.v4.net.au for further information regarding billing and additional charges which apply to this service.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of September 2018.

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