

## V4 NBN Critical Information Summary

2018 - NBN 100/40 Mbps - Data Only *AVAILABLE ON NFAS / FTTH CONNECTION TYPES ONLY*	
<b>Modem:</b>	<b>\$99.99</b>
<b>Monthly Fee:</b>	<b>\$104.99</b>
<b>Contract Term:</b>	<b>36 Months</b>
<b>Included Data:</b>	<b>Unlimited</b>
<b>ETF:</b>	<b>Monthly Fee x Remaining Months in contract term.</b>
<b>Modem:</b>	<b>TP-Link Archer VR500V (*FOC on 36 months' contract term &amp; direct debit)</b>

\*The above plan where available is best suited for a user accustomed to heavy internet usage including uploads, downloads and streaming.

\*\*This plan is also best used by our customers in conjunction with our Hosted Voice plans offering VOIP & SIP services based on latest technology

**Contract Term:** All V4 NBN Data only Plans are ordered on a 36 month contract term. An early termination fee (ETF) calculated by the remaining length of your contract multiplied by your monthly fee will be applied to your final invoice for early termination. ETF is payable on permanent disconnection, relocation or permanent closure of business operations for the end user. V4's Fair Usage Policy applies at all times.



**TP-Link Archer VR500V**

## 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 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 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 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. Early Termination Fee, should you decide to end the contract early, is always calculated as monthly plan fees in total X remaining contract length remaining, & such ETF costs are payable immediately. 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.

### WHAT'S INCLUDED?

All V4 NBN plans included unlimited data. This is subject to V4's Fair Use Policy, a copy of which can be found 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.

### INSTALLATION:

An appointment may or may not be 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 & is not a part of the supply of services agreement you may have with V4.

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 which we automatically pass on to your V4 account.

### 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.

### BROADBAND SPEEDS

Your broadband service over the NBN offers download line speeds into the home up to 100Mbps and upload speeds up to 40Mbps depending on plan selection. Please note 100/40Mbps is unavailable to NBN Wireless connections as this connection type 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 endeavor 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. NBN Data Plans V4 Customers waive their rights to the Customer Service Guarantee upon sign-up 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.

### 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.

### 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 using our plan checker on the nbn webpage.

### Example

100Mbps/40Mbps      36 Month contract      \$ 104.99  
\$104.99 x 36 months = \$3,779.64

### 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 from what was initially contracted at the time of V4 placing the order.

### 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 utilize your own hardware but V4's ability to support foreign hardware is limited & V4 doesn't accept any liability arising out of a non-working service, not working due to faulty hardware. As this is the case, we always recommend you purchase our supported and pre-configured hardware.

### 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.



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